Cisco Secure Firewall Threat Defense Syslog Messages

First Published: 2018-03-30

Last Modified: 2023-12-13

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
http://www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

About This Guide

The following topics explain how to use this guide.

What's New in Each Release

Security Event Syslog Messages

Changes to syslog messages for the following event types are described in History for Security Event Syslog Messages, on page 23:

- Intrusion events
- Connection events
- Security Intelligence events
- File events
- Malware events

All Other Syslog Messages

This section provides the following new, changed, and deprecated syslog messages for the following Secure Firewall Threat Defense releases. For complete syslog message descriptions, see respective chapters.

- Table 1: New, Changed, and Deprecated Syslog Message for Version 7.4.1
- Table 2: New, Changed, and Deprecated Syslog Message for Version 7.4
- Table 3: New, Changed, and Deprecated Syslog Message for Version 7.3
- Table 4: New, Changed, and Deprecated Syslog Message for Version 7.2
- Table 5: New, Changed, and Deprecated Syslog Message for Version 7.1
- Table 6: New, Changed, and Deprecated Syslog Message for Version 7.0

About This Guide

- Table 7: New, Changed, and Deprecated Syslog Message for Version 6.7
- Table 8: New, Changed, and Deprecated Syslog Message for Version 6.6
- Table 9: New, Changed, and Deprecated Syslog Message for Version 6.5
- Table 10: New, Changed, and Deprecated Syslog Messages for Version 6.4

Table 1: New, Changed, and Deprecated Syslog Message for Version 7.4.1

New Syslog Messages	709015
Changed Syslog Messages (Document)	None
Changed Syslog Messages (Code)	None
Deprecated Syslog Messages	None

Table 2: New, Changed, and Deprecated Syslog Message for Version 7.4

New Syslog Messages	870001, 880001
Changed Syslog Messages (Document)	None
Changed Syslog Messages (Code)	302020, 302021
Deprecated Syslog Messages	None

Table 3: New, Changed, and Deprecated Syslog Message for Version 7.3

New Syslog Messages	No new syslog messages were added.
Changed Syslog Messages (Document)	None
Changed Syslog Messages (Code)	None
Deprecated Syslog Messages	None

Table 4: New, Changed, and Deprecated Syslog Message for Version 7.2

New Syslog Messages	No new syslog messages were added.
Changed Syslog Messages (Document)	None
Changed Syslog Messages (Code)	None
Deprecated Syslog Messages	None

Table 5: New, Changed, and Deprecated Syslog Message for Version 7.1

New Syslog Messages	709009, 709010, 709011, 709012, 709013

Changed Syslog Messages (Document)	None
Changed Syslog Messages (Code)	None
Deprecated Syslog Messages	None

Table 6: New, Changed, and Deprecated Syslog Message for Version 7.0

New Syslog Messages	717032, 305021, 305022
Changed Syslog Messages (Document)	717009
Changed Syslog Messages (Code)	None
Deprecated Syslog Messages	None

Table 7: New, Changed, and Deprecated Syslog Message for Version 6.7

New Syslog Messages	106029
Changed Syslog Messages (Document)	105042, 105003, 105004, 105043, 305006, 414004
Changed Syslog Messages (Code)	302013, 302014
Deprecated Syslog Messages	None

Table 8: New, Changed, and Deprecated Syslog Message for Version 6.6

New Syslog Messages	209006, 324012

Table 9: New, Changed, and Deprecated Syslog Message for Version 6.5

New Syslog Messages	748011, 748012, 302311, 747042, 747043, 747044, 769007, 769009, 852001, 852002
Changed Syslog Messages	302014
Deprecated Syslog Messages	

Table 10: New, Changed, and Deprecated Syslog Messages for Version 6.4

New Syslog Messages	Security events: 430004, 430005 Other: 305017, 308003, 308004, 408101, 408102, 409014, 409015, 409016, 409017, 419004, 419005, 419006, 503002, 503003, 503004, 503005, 737038, 737200-737206,737400-737407, 747042, 747043, 747044, 768003, 768004 815002, 815003, 815004

Changed Syslog Messages	737001-737019, 737031-737036
Deprecated Syslog Messages	

All Syslog Messages

Table 11: Changes to Syslog Messages for Version 6.3

Timestamp Logging	Beginning with version 6.3, Secure Firewall Threat Defense provides the option to enable timestamp as per RFC 5424 in eventing syslogs. When this option is enabled, all timestamp of syslog messages would be displaying the time as per RFC 5424 format. Following is a sample output with RFC 5424 format: `<166>2018-06-27T12:17:46Z firepower : %FTD-6-110002: Failed to locate egress interface for protocol from src interface :src IP/src port to dest IP/dest port` **Note** The PRI value, <166> in the above example, is the priority value that represents both Facility and Severity of the alert. Syslog messages in RFC5424 format, typically displays PRI. However, in case of management center managed threat defense, PRI value appears in the syslog messages only when you enable logging in EMBLEM format using management center platform settings. For information on how to enable the EMBLEM format, see Cisco Secure Firewall Management Center Administration Guide. For information on PRI, see RFC5424.
Syslog Prefix Format	The threat defenseoperating system was using parts of the ASA operating system, including the syslog utility. Therefore, threat defense syslog messages were starting with "%ASA" due to this shared utility. Beginning with release 6.3, the threat defense syslog messages will be starting with "%FTD"

About Secure Firewall Threat Defense Syslog Messages

Note Information in this topic does not apply to messages related to security events.

The following table lists the message classes and the ranges of message IDs that are associated with each class. The valid range for message IDs is between 100000 and 999999.

Note When a number is skipped in a sequence, the message is no longer in the threat defense device code.

Most of the ISAKMP messages have a common set of prepended objects to help identify the tunnel. These objects precede the descriptive text of a message when available. If the object is not known at the time the message is generated, the specific **heading = value** combination will not be displayed.

The objects will be prepended as follows:

Group = **groupname**, Username = **user**, IP = **IP_address**,...

Where the Group identifies the tunnel group, the Username is the username from the local database or AAA server, and the IP address is the public IP address of the remote access client or L2L peer.

Typically, a traffic session displays the connection numbers/IDs for each flow in the syslog messages. However, for some of the connections, though the connection ID is incremented, the syslog messages does not display the ID. Thus, you may find missing sequence numbers in the connection IDs of the subsequent messages. For example, during a TCP traffic flow, the syslog messages display the connection IDs as 201, 202, 203, and 204 for each flow. When an ICMP flow begins, though the connection ID is internally incremented to 205 and 206, the syslog messages does not display the numbers. When another TCP flow follows, its connection numbers are now displayed as 207, 208, and so on, giving an impression of skipping sequence.

Table 12: Syslog Message Classes and Associated Message ID Numbers

Logging Class	Definition	Syslog Message ID Numbers
auth	User Authentication	109, 113
—	Access Lists	106
—	Application Firewall	415
bridge	Transparent Firewall	110, 220
ca	PKI Certification Authority	717
citrix	Citrix Client	723
—	Clustering	747
—	Card Management	323
config	Command Interface	111, 112, 208, 308
csd	Secure Desktop	724
cts	Cisco TrustSec	776
dap	Dynamic Access Policies	734
eap, eapoudp	EAP or EAPoUDP for Network Admission Control	333, 334
eigrp	EIGRP Routing	336
email	E-mail Proxy	719
—	Environment Monitoring	735
ha	Failover	101, 102, 103, 104, 105, 210, 311, 709, 727
—	Identity-based Firewall	746
ids	Intrusion Detection System	400, 733
—	IKEv2 Toolkit	750, 751, 752

Logging Class	Definition	Syslog Message ID Numbers
ip	IP Stack	209, 215, 313, 317, 408
ipaa	IP Address Assignment	735
ips	Intrusion Protection System	400, 401, 420
—	IPv6	325
—	Block lists, Allow lists, and Graylists	338
—	Licensing	444
mdm-proxy	MDM Proxy	802
nac	Network Admission Control	731, 732
nacpolicy	NAC Policy	731
nacsettings	NAC Settings to apply NAC Policy	732
—	Network Access Point	713
np	Network Processor	319
—	NP SSL	725
ospf	OSPF Routing	318, 409, 503, 613
—	Password Encryption	742
—	Phone Proxy	337
rip	RIP Routing	107, 312
rm	Resource Manager	321
—	Security events (Information in this topic does not apply to these events)	430
—	Smart Call Home	120
session	User Session	106, 108, 201, 202, 204, 302, 303, 304, 305, 314, 405, 406, 407, 500, 502, 607, 608, 609, 616, 620, 703, 710
snmp	SNMP	212
—	ScanSafe	775
ssl	SSL Stack	725
svc	SSL VPN Client	722

Logging Class	Definition	Syslog Message ID Numbers
sys	System	199, 211, 214, 216, 306, 307, 315, 414, 604, 605, 606, 610, 612, 614, 615,701, 711, 741
—	Threat Detection	733
tre	Transactional Rule Engine	780
—	UC-IME	339
tag-switching	Service Tag Switching	779
vm	VLAN Mapping	730
vpdn	PPTP and L2TP Sessions	213, 403, 603
vpn	IKE and IPsec	316, 320, 402, 404, 501, 602, 702, 713, 714, 715
vpnc	VPN Client	611
vpnfo	VPN Failover	720
vpnlb	VPN Load Balancing	718
—	VXLAN	778
webfo	WebVPN Failover	721
webvpn	WebVPN and AnyConnect Client	716
—	NAT and PAT	305

Syslog Message Format

Syslog messages are structured as follows:

`[<PRI>] [Timestamp] [Device-ID] : %FTD-Level-Message_number: Message_text`

Field descriptions are as follows:

<PRI>	Priority value. When the logging EMBLEM is enabled, this value is displayed in the syslog message. Logging EMBLEM is compatible with UDP and not with TCP.
Timestamp	Date and time of the event is displayed. When logging of timestamps is enabled, and if the timestamp is configured to be in the RFC 5424 format, all timestamp in syslog messages display the time in UTC, as indicated by the RFC 5424 standard. By default, the data plane syslogs that are generated by the Lina engine on the Secure Firewall Threat Defense are in the UTC timezone and not of the local time zone.
Device-ID	The device identifier string that was configured while enabling the logging device-id option through the user interface. If enabled, the device ID does not appear in EMBLEM-formatted syslog messages.

FTD	The syslog message facility code for messages that are generated by the FTD. This value is always `FTD`.
Level	0 through 7. The level reflects the severity of the condition described by the syslog message—the lower the number, the more severe the condition.
Message_number	A unique six-digit number that identifies the syslog message.
Message_text	A text string that describes the condition. This portion of the syslog message sometimes includes IP addresses, port numbers, or usernames.

All syslog messages that are generated by the device are documented in this guide.

Example of a syslog message with logging EMBLEM, logging timestamp rfc5424, and device-id enabled.

```
<166>2018-06-27T12:17:46Z: %FTD-6-110002: Failed to locate egress interface for protocol
from src interface :src IP/src port to dest IP/dest port
```

Example of a syslog message with logging timestamp rfc5424 and device-id enabled.

```
2018-06-27T12:17:46Z ftd : %FTD-6-110002: Failed to locate egress interface for protocol
from src interface :src IP/src port to dest IP/dest port
```

Handling Connection Event Syslog Alerting

The Secure Firewall Threat Defense (formerly known as, Firepower Threat Defense (FTD)) versions 7.0.5 and later, and 7.2.x and later, generate syslog messages with a colon (:) between the *Timestamp* or *Device-ID* (if present) and the *%FTD-Level-Message_number* string. The other Secure Firewall Threat Defense versions do not include such colon (:) character. Therefore, if you use filtering rules on the syslog server or the SIEM application to identify syslog messages from devices running the Secure Firewall Threat Defense software, make sure that the match criteria accounts for the presence (versions 7.0.5 and later, and 7.2.x and later) or absence (earlier versions) of the colon (:) character, so that messages are not missed.

For example, in the following syslog message from the Threat Defense Virtual device, a space and colon is used to separate the hostname from the rest of the message:

```
Apr 10 18:52:47 labuser-ftdv : %FTD-6-305012: Teardown dynamic UDP translation from
inside:10.51.100.1/54453 to outside:10.0.2.3/54453 duration 0:00:00
```

If your regular expression to match syslog messages from the threat defense devices look like this (in this example, only the colon character portion of the regular expression is displayed):

```
^... .. ..:..:.. [-[:alpha:]]+[[:space:]]*%FTD
```

Change your regular expression to have the colon character (:) after the hostname as optional in the messages, like this:

```
^... .. ..:..:.. [-[:alpha:]]+[[:space:]](:?[[:space:]])%FTD
```

With this recommended regular expression, regardless of the presence or absence of colon (:) in the syslog messages, the filtering rules will work as expected.

Note

- The `(:?[[:space:]]*)` addition to the regular expression would make the regular expression match 0 or 1 colon (:) character followed by zero or more spaces.
- The recommended workaround must be implemented on the syslog server or the SIEM that the threat defense devices are sending syslog messages to.
- Alternatively, you can simplify the regular expression to only match `%FTD-[[:digit:]]`. This will also match regardless of the presence or absence of a colon (:) after the *Timestamp* or *Device-ID* (if present).

Configure the System to Send Syslog Messages

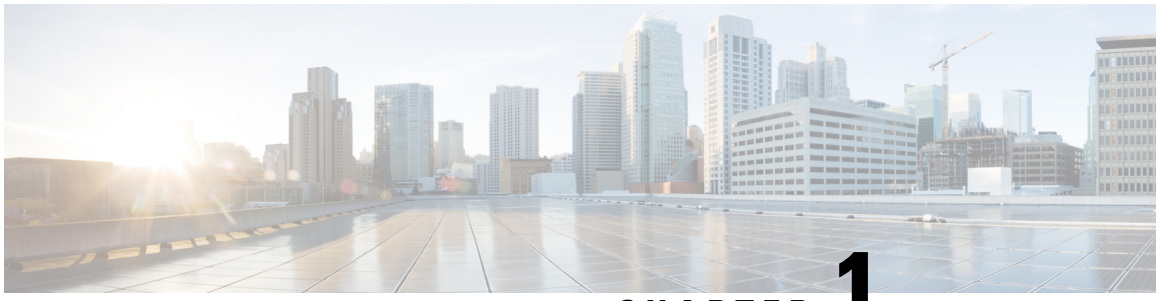
A syslog is generated as soon as a triggering event occurs. The maximum rate at which the threat defense can send the syslog messages depends on the level of syslog and the available CPU resources. The number of events the management center can store depends on its model. To improve system performance, you can configure the event generation limits, threshold limits, and you can even disable storage for some event types. You can also log events to an external syslog, or SNMP trap server, or other external tools. For more information about these system logging configurations, see the Cisco Secure Firewall Management Center Device Configuration Guide or Cisco Secure Firewall Device Manager Configuration Guide for your release.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at Cisco Profile Manager.
- To get the business impact you're looking for with the technologies that matter, visit Cisco Services.
- To submit a service request, visit Cisco Support.
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit Cisco Marketplace.
- To obtain general networking, training, and certification titles, visit Cisco Press.
- To find warranty information for a specific product or product family, access Cisco Warranty Finder.

Cisco Bug Search Tool

Cisco Bug Search Tool (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.



CHAPTER 1

Security Event Syslog Messages

Security Event Syslog Message IDs

- 430001: Intrusion event

  This ID was introduced in release 6.3.

- 430002: Connection event logged at beginning of connection

  This ID was introduced in release 6.3.

- 430003: Connection event logged at end of connection

  This ID was introduced in release 6.3.

- 430004: File events

  Syslog support for these events was introduced in release 6.4.

- 430005: File malware events

  Syslog support for these events was introduced in release 6.4.

Intrusion Event Field Descriptions

Note Starting in release 6.3, fields with empty or unknown values are not included in syslog messages.

AccessControlRuleName

This field is included in applicable intrusion event syslog messages starting in release 6.5.

The access control rule that invoked the intrusion policy that generated the event. `Default Action` indicates that the intrusion policy where the rule is enabled is not associated with a specific access control rule but, instead, is configured as the default action of the access control policy.

This field is empty (or, for syslog messages, omitted) if there is:

- No associated rule/default action: Intrusion inspection was associated with neither an access control rule nor the default action, for example, if the packet was examined by the intrusion policy specified to handle packets that must pass before the system can determine which rule to apply. (This policy is specified in the Advanced tab of the access control policy.)
- No associated connection event: The connection event logged for the session has been purged from the database, for example, if connection events have higher turnover than intrusion events.

ACPolicy

The access control policy associated with the intrusion policy where the intrusion, preprocessor, or decoder rule that generated the event is enabled.

ApplicationProtocol

The application protocol, if available, which represents communications between hosts detected in the traffic that triggered the intrusion event.

Classification

The classification where the rule that generated the event belongs.

Client

The client application, if available, which represents software running on the monitored host detected in the traffic that triggered the intrusion event.

Connection Counter

This field was added in release 6.5.

A counter that distinguishes one connection from another simultaneous connection. This field has no significance on its own.

The following fields collectively uniquely identify the connection event associated with a particular intrusion event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

Connection Instance ID

This field was added in release 6.5

The Snort instance that processed the connection event. This field has no significance on its own.

The following fields collectively uniquely identify the connection event associated with a particular intrusion event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

DeviceUUID

This field was added in release 6.5.

The unique identifier of the device that generated an event.

The following fields collectively uniquely identify the connection event associated with a particular intrusion event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

DstIP

The IP address used by the receiving host involved in the intrusion event.

DstPort

The port number for the host receiving the traffic. For ICMP traffic, where there is no port number, this field displays the ICMP code.

EgressInterface

The egress interface of the packet that triggered the event. This interface column is not populated for a passive interface.

EgressZone

The egress security zone of the packet that triggered the event. This security zone field is not populated in a passive deployment.

First Packet Time (FirstPacketSecond)

This field was added in release 6.5.

The time the system encountered the first packet.

The following fields collectively uniquely identify the connection event associated with a particular intrusion event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

GID

Generator ID; the ID of the component that generated the event.

HTTPResponse

The HTTP status code sent in response to a client's HTTP request over the connection that triggered the event. It indicates the reason behind sucessful and failed HTTP request.

ICMPCode
See **DstPort**.
ICMPType
See **SrcPort**.
IngressInterface

The ingress interface of the packet that triggered the event. Only this interface column is populated for a passive interface.

IngressZone

The ingress security zone or tunnel zone of the packet that triggered the event. Only this security zone field is populated in a passive deployment.

InlineResult

This field became available via syslog in version 6.3.

Note This field is available only when the IPS rule is configured for Drop and Generate.

This field has:

- **`Dropped`** if the packet is dropped in an inline deployment

- **Would have dropped** if the packet would have been dropped if the intrusion policy had been set to drop packets in an inline deployment

In a passive deployment, the system does not drop packets, including when an inline interface is in tap mode, regardless of the rule state or the inline drop behavior of the intrusion policy.

IntrusionPolicy

This field became available via syslog in version 6.4.

The intrusion policy where the intrusion, preprocessor, or decoder rule that generated the event was enabled. You can choose an intrusion policy as the default action for an access control policy, or you can associate an intrusion policy with an access control rule.

MPLS_Label

This field is new in version 6.3.

The Multiprotocol Label Switching label associated with the packet that triggered the intrusion event.

Message

The explanatory text for the event. For rule-based intrusion events, the event message is pulled from the rule. For decoder- and preprocessor-based events, the event message is hard coded.

The Generator and Snort IDs (GID and SID) and the SID version (Revision) are appended in parentheses to the end of each message in the format of numbers separated by colons (GID:SID:version). For example **(1:36330:2)**.

NAPPolicy

The network analysis policy, if any, associated with the generation of the event.

This field displays the first fifty characters of the extracted URI. You can hover your pointer over the displayed portion of an abbreviated URI to display the complete URI, up to 2048 bytes. You can also display the complete URI, up to 2048 bytes, in the packet view.

NumIOC

Whether the traffic that triggered the intrusion event also triggered an indication of compromise (IOC) for a host involved in the connection.

Priority

The event priority as determined by the Cisco Talos Intelligence Group (Talos). The priority corresponds to either the value of the `priority` keyword or the value for the `classtype` keyword. For other intrusion events, the priority is determined by the decoder or preprocessor. Valid values are high, medium, and low.

Protocol

The name or number of the transport protocol used in the connection as listed in http://www.iana.org/assignments/protocol-numbers. This is the protocol associated with the source and destination port/ICMP column.

Revision

The version of the signature that was used to generate the event.

SID

The signature ID (also known as the Snort ID) of the rule that generated the event.

SSLActualAction

The action the system applied to encrypted traffic:

SrcIP

The IP address used by the sending host involved in the intrusion event.

SrcPort

The port number on the sending host. For ICMP traffic, where there is no port number, this field displays the ICMP type.

User

The username associated with the IP address of the host that initiated the connection, which may or may not be the source host of the exploit. This user value is typically known only for users on your network.

Starting in release 6.5: If applicable, the username is preceded by `<realm>\`.

VLAN_ID

This field is new in version 6.3.

The innermost VLAN ID associated with the packet that triggered the intrusion event.

WebApplication

The web application, which represents the content or requested URL for HTTP traffic detected in the traffic that triggered the intrusion event.

If the system detects an application protocol of HTTP but cannot detect a specific web application, the system supplies a generic web browsing designation instead.

Connection and Security Intelligence Event Field Descriptions

Note Starting in release 6.3, fields with empty or unknown values are not included in syslog messages.

AccessControlRuleAction

The action associated with the configuration that logged the connection.

For Security Intelligence-monitored connections, the action is that of the first non-Monitor access control rule triggered by the connection, or the default action. Similarly, because traffic matching a Monitor rule is always handled by a subsequent rule or by the default action, the action associated with a connection logged due to a Monitor rule is never Monitor. However, you can still trigger correlation policy violations on connections that match Monitor rules.

Action	Description
Allow	Connections either allowed by access control explicitly, or allowed because a user bypassed an interactive block.

Action	Description
Block, Block with reset	Blocked connections, including: • tunnels and other connections blocked by the prefilter policy • connections blocked by Security Intelligence • encrypted connections blocked by an SSL policy • connections where an exploit was blocked by an intrusion policy • connections where a file (including malware) was blocked by a file policy For connections where the system blocks an intrusion or file, system displays `Block`, even though you use access control Allow rules to invoke deep inspection.
Fastpath	Non-encrypted tunnels and other connections fastpathed by the prefilter policy.
Interactive Block, Interactive Block with reset	Connections logged when the system initially blocks a user's HTTP request using an Interactive Block rule. If the user clicks through the warning page that the system displays, additional connections logged for the session have an action of Allow.
Trust	Connections trusted by access control. The system logs trusted TCP connections differently depending on the device model.
Default Action	Connections handled by the access control policy's default action.
(Blank/empty)	The connection closed before enough packets had passed to match a rule. This can happen only if a facility other than access control, such as intrusion prevention, causes the connection to be logged.

AccessControlRuleName

The access control rule or default action that handled the connection, as well as up to eight Monitor rules matched by that connection.

If the connection matched one Monitor rule, the Secure Firewall Management Center displays the name of the rule that handled the connection, followed by the Monitor rule name. If the connection matched more than one Monitor rule, the number of matching Monitor rules is displayed, for example, `Default Action + 2 Monitor Rules`.

AccessControlRuleReason

The reason or reasons the connection was logged, if available.

Connections with a Reason of IP Block, DNS Block, and URL Block have a threshold of 15 seconds per unique initiator-responder pair. After the system blocks one of those connections, it does not generate connection events for additional blocked connections between those two hosts for the next 15 seconds, regardless of port or protocol.

ACPolicy

The access control policy that monitored the connection.

ApplicationProtocol

The application protocol, which represents communications between hosts, detected in the connection.

Client

The client application detected in the connection.

If the system cannot identify the specific client used in the connection, the field displays the word "client" appended to the application protocol name to provide a generic name, for example, FTP client.

ClientVersion

The version of the client application detected in the connection, if available.

Connection Counter

This field was added in release 6.5.

A counter that distinguishes one connection from another simultaneous connection. This field has no significance on its own.

The following fields collectively uniquely identify a connection event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

Connection Instance ID

This field was added in release 6.5.

The Snort instance that processed the connection event. This field has no significance on its own.

The following fields collectively uniquely identify a connection event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

ConnectionDuration

This field was introduced in version 6.3.

This field has a value only when logging occurs at the end of the connection. For a start-of-connection syslog message, this field is not output, as it is not known at that time.

For an end-of-connection syslog message, this field indicates the number of seconds between the first packet and the last packet, which may be zero for a short connection. For example, if the timestamp of the syslog is 12:34:56 and the ConnectionDuration is 5, then the first packet was seen at 12:34:51.

DetectionType

This field was introduced in release 7.1.

This field shows the source of detection of a client application. It can be **AppID** or **Encrypted Visibility**.

DestinationSecurityGroup

This field was introduced in release 6.5.

The Security Group of the destination involved in the connection.

This field holds the text value associated with the numeric value in **DestinationSecurityGroupTag**, if available. If the group name is not available as a text value, then this field contains the same integer value as the DestinationSecurityGroupTag field.

DestinationSecurityGroupTag

This field was introduced in release 6.5.

The numeric Security Group Tag (SGT) attribute of the destination involved in the connection.

In release 6.6, this value is obtained from the source specified in the **DestinationSecurityGroupType** field.

In release 6.5, this value is obtained from ISE, either from SXP or from a user session.

See also **SourceSecurityGroupTag**.

DestinationSecurityGroupType

This field was introduced in release 6.6.

This field displays the source from which a security group tag was obtained.

Value	Description
Inline	Destination SGT value is from packet
Session Directory	Destination SGT value is from ISE via session directory topic
SXP	Destination SGT value is from ISE via SXP topic

DeviceUUID

This field was added in release 6.5.

The unique identifier of the device that generated an event.

The following fields collectively uniquely identify a connection event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

DNS_Sinkhole

The name of the sinkhole server where the system redirected a connection.

DNS_TTL

The number of seconds a DNS server caches the DNS resource record.

DNSQuery

The DNS query submitted in a connection to the name server to look up a domain name.

Starting in release 6.7 as an experimental feature:

This field can also hold the domain name for URL filtering matches when DNS filtering is enabled. In this case, the URL field will be blank and the URL Category and URL Reputation fields contain the values associated with the domain.

DNSRecordType

The type of the DNS resource record used to resolve a DNS query submitted in a connection.

DNSResponseType

The DNS response returned in a connection to the name server when queried.

DNSSICategory

See **URLSICategory**.

DstIP

The IP address (and host name, if DNS resolution is enabled) of the session responder (destination IPaddress).

For plaintext, passthrough tunnels either blocked or fastpathed by the prefilter policy, initiator and responder IP addresses represent the tunnel endpoints—the routed interfaces of the network devices on either side of the tunnel.

DstPort

The port used by the session responder.

EgressInterface

The egress interface associated with the connection. If your deployment includes an asymmetric routing configuration, the ingress and egress interface may not belong to the same inline pair.

EgressVRF

Support for this field was added in version 6.6.

In networks using virtual routing and forwarding, the name of the virtual router through which traffic exited the network.

EgressZone

The egress security zone associated with the connection.

For rezoned encapsulated connections, the egress field is blank.

Endpoint Profile

The user's endpoint device type, as identified by ISE.

EncryptedVisibilityFingerprint

Support for this field was added in version 7.4.

The TLS fingerprint detected by the Encrypted Visibility Engine (EVE) for the session.

EncryptedVisibilityProcessName

Support for this field was added in version 7.1.

Process or client in the TLS client hello packet that was analyzed by the Encrypted Visibility Engine (EVE).

EncryptedVisibilityConfidenceScore

Support for this field was added in version 7.1.

The confidence value in the range 0-100% that the encrypted visibility engine has detected the right process. For example, if the process name is Firefox and if the confidence score is 80%, it means that the engine is 80% confident that the process it has detected is Firefox.

EncryptedVisibilityThreatConfidence

Support for this field was added in version 7.1.

The probability level that the process detected by the encrypted visibility engine contains threat. This field indicates the bands (Very High, High, Medium, Low, or Very Low) based on the value in the threat confidence score.

EncryptedVisibilityThreatConfidenceScore

The confidence value in the range 0-100% that the process detected by the encrypted visibility engine contains threat. If the threat confidence score is very high, say 90%, then the Encrypted Visibility Process Name field displays "Malware."

Event Priority

This field was added in release 6.5.

Whether or not the connection event is a high priority event. `High` priority events are connection events that are associated with an intrusion, Security Intelligence, file, or malware event. All other events are `Low` priority.

FileCount

The number of files (including malware files) detected or blocked in a connection associated with one or more file events.

First Packet Time

This field was added in release 6.5.

The time the system encountered the first packet.

The following fields collectively uniquely identify a connection event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

HTTPReferer

The HTTP referrer, which represents the referrer of a requested URL for HTTP traffic detected in the connection (such as a website that provided a link to, or imported a link from, another URL).

HTTPResponse

The HTTP status code sent in response to a client's HTTP request over a connection. It indicates the reason behind successful and failed HTTP request.

For more details about HTTP response codes, see RFC 2616 (HTTP), Section 10.

ICMPCode

The ICMP code used by the session responder.

ICMPType

The ICMP type used by the session initiator.

IngressInterface

The ingress interface associated with the connection. If your deployment includes an asymmetric routing configuration, the ingress and egress interface may not belong to the same inline pair.

IngressVRF

Support for this field was added in version 6.6.

In networks using virtual routing and forwarding, the name of the virtual router through which traffic entered the network.

IngressZone

The ingress security zone associated with the connection.

For rezoned encapsulated connections, the ingress field displays the tunnel zone you assigned, instead of the original ingress security zone.

InitiatorBytes

The total number of bytes transmitted by the session initiator.

InitiatorPackets

The total number of packets transmitted by the session initiator.

, IPReputationSICategory

See **URLSICategory**.

IPSCount

The number of intrusion events, if any, associated with the connection.

NAPPolicy

The network analysis policy (NAP), if any, associated with the generation of the event.

NAT_InitiatorIP, NAT_ResponderIP

Support for this field was added in version 7.1.

The NAT translated IP address of the session initiator or responder.

NAT_InitiatorPort, NAT_ResponderPort

Support for this field was added in version 7.1.

The NAT translated port of the session initiator or responder.

NetBIOSDomain

The NetBIOS domain used in the session.

originalClientSrcIP

The original client IP address from an X-Forwarded-For (XFF), True-Client-IP, or custom-defined HTTP header. To populate this field, you must enable an access control rule that handles proxied traffic based on its original client.

Prefilter Policy

The prefilter policy that handled the connection.

Protocol

The transport protocol used in the connection. To search for a specific protocol, use the name or number protocol as listed in http://www.iana.org/assignments/protocol-numbers.

ReferencedHost

If the protocol in the connection is HTTP or HTTPS, this field displays the host name that the respective protocol was using.

ResponderBytes

The total number of bytes received by the session responder.

ResponderPackets

The total number of packets received by the session responder.

SecIntMatchingIP

Which IP address matched.

Possible values: **`None`**, **`Destination`**, or **`Source`**.

Security Group

In release 6.5, this field was replaced by the **SourceSecurityGroupTag** field, and new fields for **SourceSecurityGroup**, **DestinationSecurityGroupTag**, and **DestinationSecurityGroup** were introduced.

The Security Group Tag (SGT) attribute of the packet involved in the connection. The SGT specifies the privileges of a traffic source within a trusted network. Security Group Access (a feature of both Cisco TrustSec and Cisco ISE) applies the attribute as packets enter the network.

SourceSecurityGroup

This field was introduced in release 6.5.

The Security Group of the source involved in the connection.

This field holds the text value associated with the numeric value in **SourceSecurityGroupTag**, if available. If the group name is not available as a text value, then this field contains the same integer value as the SourceSecurityGroupTag field. Tags can be obtained from inline devices (no source SGT name specified) or from ISE (which specifies a source).

SourceSecurityGroupTag

In release 6.5, this field replaced the **Security Group** field.

The numeric representation of the Security Group Tag (SGT) attribute of the packet involved in the connection. The SGT specifies the privileges of a traffic source within a trusted network. Security Group Access (a feature of both Cisco TrustSec and Cisco ISE) applies the attribute as packets enter the network.

See also **DestinationSecurityGroupTag**.

SourceSecurityGroupType

This field was introduced in release 6.6.

This field displays the source from which a security group tag was obtained.

Value	Description
Inline	Source SGT value is from packet
Session Directory	Source SGT value is from ISE via session directory topic
SXP	Source SGT value is from ISE via SXP topic

SrcIP

The IP address (and host name, if DNS resolution is enabled) of the session initiator (source IP address).

For plaintext, passthrough tunnels either blocked or fastpathed by the prefilter policy, initiator and responder IP addresses represent the tunnel endpoints—the routed interfaces of the network devices on either side of the tunnel.

SrcPort

The port used by the session initiator.

SSLActualAction

The action the system applied to encrypted traffic in the SSL policy.

Action	Description
Block/Block with reset	Represents blocked encrypted connections.
Decrypt (Resign)	Represents an outgoing connection decrypted using a re-signed server certificate.
Decrypt (Replace Key)	Represents an outgoing connection decrypted using a self-signed server certificate with a substituted public key.
Decrypt (Known Key)	Represents an incoming connection decrypted using a known private key.
Default Action	Indicates the connection was handled by the default action.
Do not Decrypt	Represents a connection the system did not decrypt.

SSLCertificate

The information stored on the public key certificate used to encrypt traffic, including:

- Subject/Issuer Common Name
- Subject/Issuer Organization
- Subject/Issuer Organization Unit
- Not Valid Before/After
- Serial Number
- Certificate Fingerprint
- Public Key Fingerprint

SSLExpectedAction

The action the system expected to apply to encrypted traffic, given the SSL rules in effect.

SSLFlowStatus

The reason the system failed to decrypt encrypted traffic:

- Unknown
- No Match
- Success
- Uncached Session
- Unknown Cipher Suite
- Unsupported Cipher Suite

- Unsupported SSL Version
- SSL Compression Used
- Session Undecryptable in Passive Mode
- Handshake Error
- Decryption Error
- Pending Server Name Category Lookup
- Pending Common Name Category Lookup
- Internal Error
- Network Parameters Unavailable
- Invalid Server Certificate Handle
- Server Certificate Fingerprint Unavailable
- Cannot Cache Subject DN
- Cannot Cache Issuer DN
- Unknown SSL Version
- External Certificate List Unavailable
- External Certificate Fingerprint Unavailable
- Internal Certificate List Invalid
- Internal Certificate List Unavailable
- Internal Certificate Unavailable
- Internal Certificate Fingerprint Unavailable
- Server Certificate Validation Unavailable
- Server Certificate Validation Failure
- Invalid Action

SSLPolicy

The SSL policy that handled the connection.

Starting in release 6.7: If TLS server identity discovery is enabled in the access control policy advanced settings, and there is no SSL policy associated with the access control policy, this field holds `none` for all SSL events.

SSLRuleName

The SSL rule or default action that handled the connection, as well as the first Monitor rule matched by that connection. If the connection matched a Monitor rule, the field displays the name of the rule that handled the connection, followed by the Monitor rule name.

SSLServerCertStatus

This applies only if you configured a Certificate Status SSL rule condition. If encrypted traffic matches an SSL rule, this field displays one or more of the following server certificate status values:

- Self Signed
- Valid
- Invalid Signature
- Invalid Issuer
- Expired
- Unknown
- Not Valid Yet
- Revoked

If undecryptable traffic matches an SSL rule, this field displays `Not Checked`.

SSLServerName

Hostname of the server with which the client established an encrypted connection.

SSLSessionID

The hexadecimal Session ID negotiated between the client and server during the TLS/SSL handshake.

SSLTicketID

A hexadecimal hash value of the session ticket information sent during the TLS/SSL handshake.

SSLURLCategory

URL categories for the URL visited in the encrypted connection.

If the system identifies or blocks a TLS/SSL application, the requested URL is in encrypted traffic, so the system identifies the traffic based on an SSL certificate. For TLS/SSL applications, therefore, this field indicates the common name contained in the certificate.

SSLVersion

The TLS/SSL protocol version used to encrypt the connection:

- Unknown
- SSLv2.0
- SSLv3.0
- TLSv1.0
- TLSv1.1
- TLSv1.2

SSSLCipherSuite

A macro value representing a cipher suite used to encrypt the connection. See www.iana.org/assignments/tls-parameters/tls-parameters.xhtml for cipher suite value designations.

TCPFlags

For connections generated from NetFlow data, the TCP flags detected in the connection.

Tunnel or Prefilter Rule

The tunnel rule, prefilter rule, or prefilter policy default action that handled the connection.

URL

The URL requested by the monitored host during the session.

Starting in release 6.7 as an experimental feature:

If the URL column is empty and DNS filtering is enabled, the DNS Query field shows the domain, and the URL Category and URL Reputation values apply to the domain.

URLCategory

The category, if available, of the URL requested by the monitored host during the session.

Starting in release 6.7 as an experimental feature:

If the URL column is empty and DNS filtering is enabled, the DNS Query field shows the domain, and the URL Category and URL Reputation values apply to the domain.

URLReputation

The reputation, if available, of the URL requested by the monitored host during the session.

Starting in release 6.7 as an experimental feature:

If the URL column is empty and DNS filtering is enabled, the DNS Query field shows the domain, and the URL Category and URL Reputation values apply to the domain.

URLSICategory, DNSSICategory, , IPReputationSICategory

The name of the object that represents or contains the blocked URL, domain, or IP address in the connection. The Security Intelligence category can be the name of a network object or group, a Block list, a custom Security Intelligence list or feed, a TID category related to an observation, or one of the categories in the Intelligence Feed.

User

The user logged into the session initiator. If this field is populated with **No Authentication**, the user traffic:

- matched an access control policy without an associated identity policy
- did not match any rules in the identity policy

Starting in release 6.5: If applicable, the username is preceded by `<realm>\`.

UserAgent

The user-agent string application information extracted from HTTP traffic detected in the connection.

VLAN_ID

This field became available in syslog in version 6.3.

The innermost VLAN ID associated with the packet that triggered the connection.

WebApplication

The web application, which represents the content or requested URL for HTTP traffic detected in the connection.

If the web application does not match the URL for the event, the traffic is probably referred traffic, such as advertisement traffic. If the system detects referred traffic, it stores the referring application (if available) and lists that application as the web application.

If the system cannot identify the specific web application in HTTP traffic, this field displays `Web Browsing`.

File and Malware Event Field Descriptions

Syslog messages for file and malware events became available in release 6.4.

Note

- Fields with empty or unknown values are not included in security event syslog messages. However, verdicts with "Unknown" or similar values are included in file and malware event messages.
- Status field values for file and malware events reflect only the initial status; these fields do not update.

ApplicationProtocol

The application protocol used by the traffic in which a managed device detected the file.

ArchiveDepth

The level (if any) at which the file was nested in an archive file.

ArchiveFileName

The name of the archive file (if any) which contained the malware file.

ArchiveFileStatus

The status of an archive being inspected. Can have the following values:

- Pending — Archive is being inspected
- Extracted — Successfully inspected without any problems
- Failed — Failed to inspect, insufficient system resources
- Depth Exceeded — Successful, but archive exceeded the nested inspection depth
- Encrypted — Partially successful, archive was or contains an archive that is encrypted
- Not Inspectable — Partially successful, file is possibly malformed or corrupt

ArchiveSHA256

The SHA-256 hash value of the archive file (if any) which contains the malware file.

Client

The client application that runs on one host and relies on a server to send a file.

Connection Counter

This field was added in release 6.5.

A counter that distinguishes one connection from another simultaneous connection. This field has no significance on its own.

The follwing fields collectively uniquely identify the connection event associated with a particular file or malware event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

Connection Instance ID

This field was added in release 6.5.

The Snort instance that processed the connection event. This field has no significance on its own.

The follwing fields collectively uniquely identify the connection event associated with a particular file or malware event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

DeviceUUID

This field was added in release 6.5.

The unique identifier of the device that generated an event.

The follwing fields collectively uniquely identify the connection event associated with a particular file or malware event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

DstIP

The IP address of the host that responded to the connection. This may be the IP address of the sender or the recipient of the file, depending on the value in the FileDirection field:

If FileDirection is **`Upload`**, then this is the IP address of the file recipient.

If FileDirection is **`Download`**, then this is the IP address of the file sender.

See also **SrcIP**.

DstPort

The port used in the connection described under **DstIP**.

FileAction

The action associated with file policy rule that detected the file, and any associated file rule action options.

FileDirection

Whether the file was downloaded or uploaded during the connection. Possible values are:

- Download — the file was transferred from the DstIP to the SrcIP.
- Upload — the file was transferred from the SrcIP to the DstIP.

FileName

The name of the file.

FilePolicy

The file policy that detected the file.

FileSandboxStatus

Indicates whether the file was sent for dynamic analysis and if so, the status.

FileSHA256

The SHA-256 hash value of the file.

To have a SHA256 value, the file must have been handled by one of:

- a Detect Files file rule with **Store files** enabled
- a Block Files file rule with **Store files** enabled
- a Malware Cloud Lookup file rule
- a Block Malware file rule

FileSize

The size of the file, in bytes.

Note that if the system determines the file type of a file before the file is fully received, the file size may not be calculated.

FileStorageStatus

The storage status of the file associated with the event:

Stored

Returns all events where the associated file is currently stored.

Stored in connection

Returns all events where the system captured and stored the associated file, regardless of whether the associated file is currently stored.

Failed

Returns all events where the system failed to store the associated file.

Syslog fields contain only the initial status; they do not update to reflect changed status.

FileType

The type of file, for example, HTML or MSEXE.

First Packet Time

The time the system encountered the first packet.

The follwing fields collectively uniquely identify the connection event associated with a particular file or malware event: DeviceUUID, First Packet Time, Connection Instance ID, and Connection Counter.

FirstPacketSecond

The time at which the file download or upload flow started.

The time the event occurred is captured in the message header timestamp.

Protocol

The protocol used for the connection, for example TCP or UDP.

SHA_Disposition

The file's disposition:

Clean

Indicates that the AMP cloud categorized the file as clean, or that a user added the file to the clean list. Clean files appear in the malware table only if they were changed to clean.

Custom Detection

Indicates that a user added the file to the custom detection list.

Malware

Indicates that the AMP cloud categorized the file as malware, local malware analysis identified malware, or the file's threat score exceeded the malware threshold defined in the file policy.

Unavailable

Indicates that the system could not query the AMP cloud. You may see a small percentage of events with this disposition; this is expected behavior.

Unknown

Indicates that the system queried the AMP cloud, but the file has not been assigned a disposition; in other words, the AMP cloud has not categorized the file.

File dispositions appear only for files for which the system queried the AMP cloud.

Syslog fields reflect only the initial disposition; they do not update to reflect retrospective verdicts.

SperoDisposition

Indicates whether the SPERO signature was used in file analysis. Possible values:

- Spero detection performed on file
- Spero detection not performed on file

SrcIP

The IP address of the host that initiated the connection. This may be the IP address of the sender or the recipient of the file, depending on the value in the FileDirection field:

If FileDirection is **`Upload`**, this is the IP address of the file sender.

If FileDirection is **Download**, this is the IP address of the file recipient.

See also **DstIP**.

SrcPort

The port used in the connection described under **SrcIP**.

SSLActualAction

The action the system applied to encrypted traffic:

Block or Block with reset

Represents blocked encrypted connections.

Decrypt (Resign)

Represents an outgoing connection decrypted using a re-signed server certificate.

Decrypt (Replace Key)

Represents an outgoing connection decrypted using a self-signed server certificate with a substituted public key.

Decrypt (Known Key)

Represents an incoming connection decrypted using a known private key.

Default Action

Indicates the connection was handled by the default action.

Do not Decrypt

Represents a connection the system did not decrypt.

SSLCertificate

The certificate fingerprint of the TLS/SSL server.

SSLFlowStatus

The reason the system failed to decrypt encrypted traffic:

- Unknown
- No Match
- Success
- Uncached Session
- Unknown Cipher Suite
- Unsupported Cipher Suite
- Unsupported SSL Version
- SSL Compression Used
- Session Undecryptable in Passive Mode

- Handshake Error
- Decryption Error
- Pending Server Name Category Lookup
- Pending Common Name Category Lookup
- Internal Error
- Network Parameters Unavailable
- Invalid Server Certificate Handle
- Server Certificate Fingerprint Unavailable
- Cannot Cache Subject DN
- Cannot Cache Issuer DN
- Unknown SSL Version
- External Certificate List Unavailable
- External Certificate Fingerprint Unavailable
- Internal Certificate List Invalid
- Internal Certificate List Unavailable
- Internal Certificate Unavailable
- Internal Certificate Fingerprint Unavailable
- Server Certificate Validation Unavailable
- Server Certificate Validation Failure
- Invalid Action

ThreatName

The name of the detected malware.

ThreatScore

The threat score most recently associated with this file. This is a value from 0 to 100 based on the potentially malicious behaviors observed during dynamic analysis.

URI

The URI of the connection associated with the file transaction, for example, the URL from which a user downloaded the file.

User

The username associated with the IP address that initiated the connection. If this IP address is external to your network, the associated username is typically unknown.

Starting in release 6.5: If applicable, the username is preceded by `<realm>\`.

For file events and for malware events generated by Firepower devices, this field displays the username that was determined by an identity policy or authoritative logins. In absence of an identity policy, it displays *No Authentication Required*.

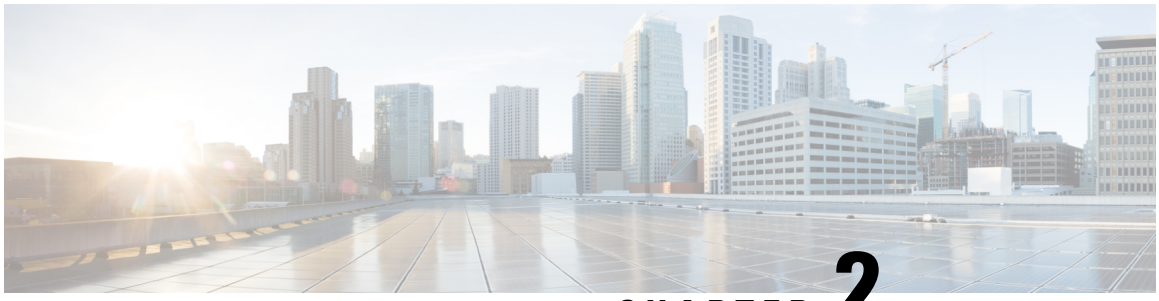
WebApplication

The application that represents the content or requested URL for HTTP traffic detected in the connection.

History for Security Event Syslog Messages

Feature	Version	Details
Updates for DNS Filtering	7.0 6.7 (Experimental feature)	When DNS filtering is enabled: • The DNSQuery field may hold the domain associated with DNS filtering matches. • If the URL field is empty but DNSQuery, URLCategory, and URLReputation have values, the event was generated by the DNS filtering feature, and the category and reputation apply to the domain specified in DNSQuery. • For additional information, see information about DNS filtering and events in the management center online help.
New connection event fields for SGT and VRF	6.6	New Security Group fields: • DestinationSecurityGroupType • SourceSecurityGroupType New Virtual Routing and Forwarding fields: • IngressVRF • EgressVRF
New connection event fields for SGT	6.5	New Security Group fields: • SourceSecurityGroup • SourceSecurityGroupTag (Replaces the Security Group field.) • DestinationSecurityGroup • DestinationSecurityGroupTag
New connection event field: Event Priority	6.5	The Event Priority field was introduced.
Unique identifier for connection event in syslogs	6.5	The following syslog fields collectively uniquely identify a connection event and also appear in syslog for intrusion, file, and malware events: DeviceUUID, First Packet Time, Connection Instance ID, an Connection Counter.

Feature	Version	Details
Syslog support for File and Malware events	6.4	File and malware event fields are now available via syslog. For details, see Security Event Syslog Message IDs, on page 1 and File and Malware Event Field Descriptions, on page 17.
Intrusion Policy field added to intrusion events field list	6.4	Intrusion event syslogs now specify the intrusion policy that triggered the event.
Improved support for connection and intrusion events	6.3	Connection events, security intelligence events, and intrusion events are now available as fully-qualified events.
Event type IDs for security events	6.3	Messages for connection, security intelligence, and intrusion events include an event type ID in the message header. For details, see Security Event Syslog Message IDs, on page 1.
Omission of empty and unknown values from security event messages	6.3	Fields with empty or unknown values are omitted from syslog messages for connection, security intelligence, and intrusion events.
Documentation improvement	6.3	Added documentation for syslog field names and descriptions for connection, security intelligence, and intrusion events. (This functionality is not new in this release.)
Firepower (SFIMS) event log format	6.2.2	Apr 30 04:33:28 192.168.1.1 Apr 30 13:57:38 firepower SFIMS: Protocol: ICMP, SrcIP: 172.16.10.10, OriginalClientIP: ::, DstIP: 172.16.20.10, ICMPType: Echo Request, ICMPCode: 0, TCPFlags: 0x0, IngressInterface: inside, EgressInterface: outside, DE: Primary Detection Engine (e357206c-a9b0-11eb-93fe-a690508a381d), Policy: Default Allow All Traffic, ConnectType: Start, AccessControlRuleName: test, AccessControlRuleAction: Allow, Prefilter Policy: Unknown, UserName: No Authentication Required, Client: ICMP client, ApplicationProtocol: ICMP, InitiatorPackets: 1, ResponderPackets: 0, InitiatorBytes: 74, ResponderBytes: 0, NAPPolicy: Balanced Security and Connectivity, DNSResponseType: No Error, Sinkhole: Unknown, URLCategory: Unknown, URLReputation: Risk unknown
Firepower (null) event log format	6.6.3	Apr 30 02:07:02 192.168.1.1 2021-04-30T11:31:19Z firepower (null) %NGIPS-1-430002: EventPriority: Low, DeviceUUID: b2433c5c-a6a1-11eb-a6e7-be0b9833091f, InstanceID: 2, FirstPacketSecond: 2021-04-30T11:31:19Z, ConnectionID: 4, AccessControlRuleAction: Allow, SrcIP: 172.16.10.10, DstIP: 172.16.20.10, ICMPType: Echo Request, ICMPCode: No Code, Protocol: icmp, IngressInterface: inside, EgressInterface: outside, ACPolicy: Default Allow All Traffic, AccessControlRuleName: test, Client: ICMP client, ApplicationProtocol: ICMP, InitiatorPackets: 1, ResponderPackets: 0, InitiatorBytes: 74, ResponderBytes: 0, NAPPolicy: Balanced Security and Connectivity



CHAPTER 2

Syslog Messages 101001 to 199021

This chapter contains the following sections:

Messages 101001 to 109213

This section includes messages from 101001 to 109213.

101001

Error Message `%FTD-1-101001: (Primary) Failover cable OK.`

Explanation The failover cable is present and functioning correctly. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

101002

Error Message `%FTD-1-101002: (Primary) Bad failover cable.`

Explanation The failover cable is present, but not functioning correctly. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Replace the failover cable.

101003, 101004

Error Message `%FTD-1-101003: (Primary) Failover cable not connected (this unit).`

Error Message `%FTD-1-101004: (Primary) Failover cable not connected (other unit).`

Explanation Failover mode is enabled, but the failover cable is not connected to one unit of the failover pair. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Connect the failover cable to both units of the failover pair.

101005

Error Message `%FTD-1-101005: (Primary) Error reading failover cable status.`

Explanation The failover cable is connected, but the primary unit is unable to determine its status.

Recommended Action Replace the cable.

103001

Error Message `%FTD-1-103001: (Primary) No response from other firewall (reason code = code).`

Explanation The primary unit is unable to communicate with the secondary unit over the failover cable. Primary can also be listed as Secondary for the secondary unit. The following table lists the reason codes and the descriptions to determine why the failover occurred.

Reason Code	Description
1	The local unit is not receiving the hello packet on the failover LAN interface when LAN failover occurs or on the serial failover cable when serial failover occurs, and declares that the peer is down.
2	An interface did not pass one of the four failover tests, which are as follows: 1) Link Up, 2) Monitor for Network Traffic, 3) ARP, and 4) Broadcast Ping.
3	No proper ACK for 15+ seconds after a command was sent on the serial cable.
4	The failover LAN interface is down, and other data interfaces are not responding to additional interface testing. In addition, the local unit is declaring that the peer is down.

Reason Code	Description
5	The standby peer went down during the configuration synchronization process.
6	Replication is not complete; the failover unit is not synchronized.

Recommended Action Verify that the failover cable is connected correctly and both units have the same hardware, software, and configuration. If the problem persists, contact the Cisco TAC.

103002

Error Message `%FTD-1-103002: (Primary) Other firewall network interface interface_number OK.`

Explanation The primary unit has detected that the network interface on the secondary unit is okay. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

103003

Error Message `%FTD-1-103003: (Primary) Other firewall network interface interface_number failed.`

Explanation The primary unit has detected a bad network interface on the secondary unit. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Check the network connections on the secondary unit and the network hub connection. If necessary, replace the failed network interface.

103004

Error Message `%FTD-1-103004: (Primary) Other firewall reports this firewall failed. Reason: reason-string`

Explanation The primary unit received a message from the secondary unit indicating that the primary unit has failed. Primary can also be listed as Secondary for the secondary unit. The reason can be one of the following:

- Missed poll packets on failover command interface exceeded threshold.
- LAN failover interface failed.
- Peer failed to enter Standby Ready state.
- Failed to complete configuration replication. This firewall's configuration may be out of sync.
- Failover message transmit failure and no ACK for busy condition received.

Recommended Action Verify the status of the primary unit.

103005

Error Message `%FTD-1-103005: (Primary) Other firewall reporting failure. Reason: SSM card failure`

Explanation The secondary unit has reported an SSM card failure to the primary unit. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Verify the status of the secondary unit.

103006

Error Message `%FTD-1-103006: (Primary|Secondary) Mate version ver_num is not compatible with ours ver_num`

Explanation The Secure Firewall Threat Defense device has detected a peer unit that is running a version that is different than the local unit and is not compatible with the HA Hitless Upgrade feature.

- *ver_num* —Version number.

Recommended Action Install the same or a compatible version image on both units.

103007

Error Message `%FTD-1-103007: (Primary|Secondary) Mate version ver_num is not identical with ours ver_num`

Explanation The Secure Firewall Threat Defense device has detected that the peer unit is running a version that is not identical, but supports Hitless Upgrade and is compatible with the local unit. The system performance may be degraded because the image version is not identical, and the Secure Firewall Threat Defense device may develop a stability issue if the nonidentical image runs for an extended period.

- **ver_num**—Version number

Recommended Action Install the same image version on both units as soon as possible.

103008

Error Message `%FTD-1-103008: Mate hwdib index is not compatible`

Explanation The number of interfaces on the active and standby units is not the same.

Recommended Action Verify that the units have the same number of interfaces. You might need to install additional interface modules, or use different devices. After the physical interfaces match, force a configuration sync by suspending and then resuming HA.

104001, 104002

Error Message `%FTD-1-104001: (Primary) Switching to ACTIVE (cause: string ).`

Error Message `%FTD-1-104002: (Primary) Switching to STANDBY (cause: string ).`

Explanation You have forced the failover pair to switch roles, either by entering the **failover active** command on the standby unit, or the **no failover active** command on the active unit. Primary can also be listed as Secondary for the secondary unit. Possible values for the string variable are as follows:

- state check
- bad/incomplete config
- ifc [interface] check, mate is healthier
- the other side wants me to standby
- in failed state, cannot be active
- switch to failed state
- other unit set to active by CLI config command fail active

Recommended Action If the message occurs because of manual intervention, no action is required. Otherwise, use the cause reported by the secondary unit to verify the status of both units of the pair.

104003

Error Message `%FTD-1-104003: (Primary) Switching to FAILED.`

Explanation The primary unit has failed.

Recommended Action Check the messages for the primary unit for an indication of the nature of the problem (see message 104001). Primary can also be listed as Secondary for the secondary unit.

104004

Error Message `%FTD-1-104004: (Primary) Switching to OK.`

Explanation A previously failed unit reports that it is operating again. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

105001

Error Message `%FTD-1-105001: (Primary) Disabling failover.`

Explanation In version 7.x and later, this message may indicate the following: failover has been automatically disabled because of a mode mismatch (single or multiple), a license mismatch (encryption or context), or a hardware difference (one unit has an IPS SSM installed, and its peer has a CSC SSM installed). Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

105002

Error Message `%FTD-1-105002: (Primary) Enabling failover.`

Explanation You have used the **failover** command with no arguments on the console, after having previously disabled failover. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

105003

Error Message `%FTD-1-105003: (Primary) Monitoring on interface interface_name waiting`

Explanation The Secure Firewall Threat Defense device is testing the specified network interface with the other unit of the failover pair. Primary can also be listed as Secondary for the secondary unit.

Note There could be delay in the logging of syslog when compared to the actual status change. This delay is due to the poll time and hold time that is configured for the interface monitoring.

Recommended Action None required. The Secure Firewall Threat Defense device monitors its network interfaces frequently during normal operation.

105004

Error Message `%FTD-1-105004: (Primary) Monitoring on interface interface_name normal`

Explanation The test of the specified network interface was successful. Primary can also be listed as Secondary for the secondary unit.

Note There could be delay in the logging of syslog when compared to the actual status change. This delay is due to the poll time and hold time that is configured for the interface monitoring.

Recommended Action None required.

105005

Error Message `%FTD-1-105005: (Primary) Lost Failover communications with mate on interface interface_name.`

Explanation One unit of the failover pair can no longer communicate with the other unit of the pair. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Verify that the network connected to the specified interface is functioning correctly.

105006, 105007

Error Message `%FTD-1-105006: (Primary) Link status Up on interface interface_name.`

Error Message `%FTD-1-105007: (Primary) Link status Down on interface interface_name.`

Explanation The results of monitoring the link status of the specified interface have been reported. Primary can also be listed as Secondary for the secondary unit.

Recommended Action If the link status is down, verify that the network connected to the specified interface is operating correctly.

105008

Error Message `%FTD-1-105008: (Primary) Testing interface interface_name.`

Explanation Testing of a specified network interface has occurred. This testing is performed only if the Secure Firewall Threat Defense device fails to receive a message from the standby unit on that interface after the expected interval. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

105009

Error Message `%FTD-1-105009: (Primary) Testing on interface interface_name {Passed|Failed}.`

Explanation The result (either Passed or Failed) of a previous interface test has been reported. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required if the result is Passed. If the result is Failed, you should check the network cable connection to both failover units, that the network itself is functioning correctly, and verify the status of the standby unit.

105010

Error Message `%FTD-3-105010: (Primary) Failover message block alloc failed.`

Explanation Block memory was depleted. This is a transient message and the Secure Firewall Threat Defense device should recover. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Use the show blocks command to monitor the current block memory.

105011

Error Message `%FTD-1-105011: (Primary) Failover cable communication failure`

Explanation The failover cable is not permitting communication between the primary and secondary units. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Ensure that the cable is connected correctly.

105020

Error Message `%FTD-1-105020: (Primary) Incomplete/slow config replication`

Explanation When a failover occurs, the active Secure Firewall Threat Defense device detects a partial configuration in memory. Normally, this is caused by an interruption in the replication service. Primary can also be listed as Secondary for the secondary unit.

Recommended Action After the Secure Firewall Threat Defense device detects the failover, the Secure Firewall Threat Defense device automatically reboots and loads the configuration from flash memory and/or resynchronizes with another Secure Firewall Threat Defense device. If failovers occurs continuously, check the failover configuration and make sure that both Secure Firewall Threat Defense devices can communicate with each other.

105021

Error Message `%FTD-1-105021: (failover_unit ) Standby unit failed to sync due to a locked context_name config. Lock held by lock_owner_name`

Explanation During configuration synchronization, a standby unit will reload itself if some other process locks the configuration for more than five minutes, which prevents the failover process from applying the new configuration. This can occur when an administrator pages through a running configuration on the standby unit while configuration synchronization is in process. See also the **show running-config** command in privileged EXEC mode and the **pager lines num** command in global configuration mode in the *Command Reference Guides* .

Recommended Action Avoid viewing or modifying the configuration on the standby unit when it first boots up and is in the process of establishing a failover connection with the active unit.

105022

Error Message `%FTD-1-105022: (host) Config replication failed with reason = (reason)`

Explanation When high availability replication fails, the message is generated. Where,

- *host*—Indicates the current failover unit, namely, primary or secondary.
- *reason*—The time out expiry reason for termination of the failover configuration replication:
  - CFG_SYNC_TIMEOUT—Where, the 60-second timer for the configuration to be replicated from active to standby lapses, and the device starts to reboot.
  - CFG_PROGRESSION_TIMEOUT—Where, the interval timer of 6 hours which governs the high availability configuration replication lapses.

Recommended Action None.

105031

Error Message `%FTD-1-105031: Failover LAN interface is up`

Explanation The LAN failover interface link is up.

Recommended Action None required.

105032

Error Message `%FTD-1-105032: LAN Failover interface is down`

Explanation The LAN failover interface link is down.

Recommended Action Check the connectivity of the LAN failover interface. Make sure that the speed or duplex setting is correct.

105033

Error Message `%FTD-1-105033: LAN FO cmd Iface down and up again`

Explanation LAN interface of failover gone down.

Recommended Action Verify the failover link, might be a communication problem.

105034

Error Message `%FTD-1-105034: Receive a LAN_FAILOVER_UP message from peer.`

Explanation The peer has just booted and sent the initial contact message.

Recommended Action None required.

105035

Error Message `%FTD-1-105035: Receive a LAN failover interface down msg from peer.`

Explanation The peer LAN failover interface link is down. The unit switches to active mode if it is in standby mode.

Recommended Action Check the connectivity of the peer LAN failover interface.

105036

Error Message `%FTD-1-105036: dropped a LAN Failover command message.`

Explanation The Secure Firewall Threat Defense device dropped an unacknowledged LAN failover command message, indicating a connectivity problem exists on the LAN failover interface.

Recommended Action Check that the LAN interface cable is connected.

105037

Error Message `%FTD-1-105037: The primary and standby units are switching back and forth as the active unit.`

Explanation The primary and standby units are switching back and forth as the active unit, indicating a LAN failover connectivity problem or software bug exists.

Recommended Action Make sure that the LAN interface cable is connected.

105038

Error Message `%FTD-1-105038: (Primary) Interface count mismatch`

Explanation When a failover occurs, the active Secure Firewall Threat Defense device detects a partial configuration in memory. Normally, this is caused by an interruption in the replication service. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Once the failover is detected by the Secure Firewall Threat Defense device, the Secure Firewall Threat Defense device automatically reboots and loads the configuration from flash memory and/or resynchronizes with another Secure Firewall Threat Defense device. If failovers occur continuously, check the failover configuration and make sure that both Secure Firewall Threat Defense devices can communicate with each other.

105039

Error Message `%FTD-1-105039: (Primary) Unable to verify the Interface count with mate. Failover may be disabled in mate.`

Explanation Failover initially verifies that the number of interfaces configured on the primary and secondary Secure Firewall Threat Defense devices are the same. This message indicates that the primary Secure Firewall Threat Defense device is not able to verify the number of interfaces configured on the secondary Secure Firewall Threat Defense device. This message indicates that the primary Secure Firewall Threat Defense device is not able to communicate with the secondary Secure Firewall Threat Defense device over the failover interface. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Verify the failover LAN, interface configuration, and status on the primary and secondary Secure Firewall Threat Defense devices. Make sure that the secondary Secure Firewall Threat Defense device is running the Secure Firewall Threat Defense device application and that failover is enabled.

105040

Error Message `%FTD-1-105040: (Primary) Mate failover version is not compatible.`

Explanation The primary and secondary Secure Firewall Threat Defense devices should run the same failover software version to act as a failover pair. This message indicates that the secondary Secure Firewall Threat Defense device failover software version is not compatible with the primary Secure Firewall Threat Defense device. Failover is disabled on the primary Secure Firewall Threat Defense device. Primary can also be listed as Secondary for the secondary Secure Firewall Threat Defense device.

Recommended Action Maintain consistent software versions between the primary and secondary Secure Firewall Threat Defense devices to enable failover.

105041

Error Message `%FTD-1-105041: cmd failed during sync`

Explanation Replication of the nameif command failed, because the number of interfaces on the active and standby units is not the same.

Recommended Action Verify that the units have the same number of interfaces. You might need to install additional interface modules, or use different devices. After the physical interfaces match, force a configuration sync by suspending and then resuming HA.

105042

Error Message `%FTD-1-105042: (Primary) Failover interface OK`

Explanation The interface that sends failover messages could go down when physical status of the failover link is down or when L2 connectivity between the failover peers is lost resulting in dropping of ARP packets. This message is generated after restoring the L2 ARP connectivity.

Recommended Action None required.

105043

Error Message `%FTD-1-105043: (Primary) Failover interface failed`

Explanation This syslog is generated when physical status of the failover link is down or when L2 connectivity between the failover peers is lost. The disconnection results in loss of ARP packets flowing between the units.

Recommended Action

- Check the physical status of the failover link, ensure its physical and operational status is functional.
- Ensure ARP packets flow through the transit path of the failover links between the failover pairs.

105044

Error Message `%FTD-1-105044: (Primary) Mate operational mode mode is not compatible with my mode mode.`

Explanation When the operational mode (single or multiple) does not match between failover peers, failover will be disabled.

Recommended Action Configure the failover peers to have the same operational mode, and then reenable failover.

105045

Error Message `%FTD-1-105045: (Primary) Mate license (number contexts) is not compatible with my license (number contexts).`

Explanation When the feature licenses do not match between failover peers, failover will be disabled.

Recommended Action Configure the failover peers to have the same feature license, and then reenable failover.

105046

Error Message `%FTD-1-105046: (Primary|Secondary) Mate has a different chassis`

Explanation Two failover units have a different type of chassis. For example, one has a three-slot chassis; the other has a six-slot chassis.

Recommended Action Make sure that the two failover units are the same.

105047

Error Message `%FTD-1-105047: Mate has a io_card_name1 card in slot slot_number which is different from my io_card_name2`

Explanation The two failover units have different types of cards in their respective slots.

Recommended Action Make sure that the card configurations for the failover units are the same.

105048

Error Message `%FTD-1-105048: (unit ) Mate's service module (application ) is different from mine (application )`

Explanation The failover process detected that different applications are running on the service modules in the active and standby units. The two failover units are incompatible if different service modules are used.

- **unit**—Primary or secondary
- **application**—The name of the application, such as InterScan Security Card

Recommended Action Make sure that both units have identical service modules before trying to reenable failover.

105050

Error Message `%FTD-3-105050: ASAv ethernet interface mismatch`

Explanation Number of Ethernet interfaces on standby unit is less than that on active unit.

Recommended Action Secure Firewall Threat Defense device with same number of interfaces should be paired up with each other. Verify that the units have the same number of interfaces. You might need to install additional interface modules, or use different devices. After the physical interfaces match, force a configuration sync by suspending and then resuming HA.

105052

Error Message `%FTD-3-105052 HA: cipher in use` *`algorithm name`* `strong encryption is AVAILABLE, please reboot to use strong cipher and preferably change the key in use.`

Explanation When the failover key is configured prior to a license update, the weaker cipher is not switched to a stronger cipher automatically. This syslog is generated, every 30 seconds to alert that a weaker cipher is still being used when a stronger cipher is available.

Example %FTD-3-105052 HA cipher in use DES strong encryption is AVAILABLE, please reboot to use strong cipher and preferably change the key in use.

Recommended Action Remove the failover key configuration and reconfigure the key. Reload the standby, and then reload the active device.

106001

Error Message `%FTD-2-106001: Inbound TCP connection denied from` *`IP_address/port`* `to` *`IP_address/port`* `flags tcp_flags on interface interface_name`

Explanation An attempt was made to connect to an inside address is denied by the security policy that is defined for the specified traffic type. The IP address displayed is the real IP address instead of the IP address that appears through NAT. Possible tcp_flags values correspond to the flags in the TCP header that were present when the connection was denied. For example, a TCP packet arrived for which no connection state exists in the Secure Firewall Threat Defense device, and it was dropped. The tcp_flags in this packet are FIN and ACK.

The tcp_flags are as follows:

- ACK—The acknowledgment number was received
- FIN—Data was sent
- PSH—The receiver passed data to the application
- RST—The connection was reset
- SYN—Sequence numbers were synchronized to start a connection

• URG—The urgent pointer was declared valid

Recommended Action None required.

106002

Error Message `%FTD-2-106002: protocol Connection denied by outbound list acl_ID src inside_address dest outside_address`

Explanation The specified connection failed because of an **outbound deny** command. The **protocol** variable can be ICMP, TCP, or UDP.

Recommended Action Use the **show outbound** command to check outbound lists.

106006

Error Message `%FTD-2-106006: Deny inbound UDP from outside_address/outside_port to inside_address/inside_port on interface interface_name.`

Explanation An inbound UDP packet was denied by the security policy that is defined for the specified traffic type.

Recommended Action None required.

106007

Error Message `%FTD-2-106007: Deny inbound UDP from outside_address/outside_port to inside_address/inside_port due to DNS {Response|Query}.`

Explanation A UDP packet containing a DNS query or response was denied.

Recommended Action If the inside port number is 53, the inside host probably is set up as a caching name server. Add an **access-list** command statement to permit traffic on UDP port 53 and a translation entry for the inside host. If the outside port number is 53, a DNS server was probably too slow to respond, and the query was answered by another server.

106010

Error Message `%FTD-3-106010: Deny inbound protocol src [interface_name : source_address/source_port ] [([idfw_user | FQDN_string ], sg_info )] dst [interface_name : dest_address /dest_port }[([idfw_user | FQDN_string ], sg_info )]`

Explanation An inbound connection was denied by your security policy.

Recommended Action Modify the security policy if traffic should be permitted. If the message occurs at regular intervals, contact the remote peer administrator.

106011

Error Message `%FTD-3-106011: Deny inbound (No xlate) protocol src Interface:IP/port dst Interface-nameif:IP/port`

Explanation The message appears under normal traffic conditions if there are internal users that are accessing the Internet through a web browser. Any time a connection is reset, when the host at the end of the connection sends a packet after the Secure Firewall Threat Defense device receives the connection reset, this message appears. It can typically be ignored.

Recommended Action Prevent this message from getting logged to the syslog server by entering the **no logging message 106011** command.

106012

Error Message `%FTD-6-106012: Deny IP from IP_address to IP_address , IP options hex.`

Explanation An IP packet was seen with IP options. Because IP options are considered a security risk, the packet was discarded.

Recommended Action Contact the remote host system administrator to determine the problem. Check the local site for loose source routing or strict source routing.

106013

Error Message `%FTD-2-106013: Dropping echo request from IP_address to PAT address IP_address`

Explanation The Secure Firewall Threat Defense device discarded an inbound ICMP Echo Request packet with a destination address that corresponds to a PAT global address. The inbound packet is discarded because it cannot specify which PAT host should receive the packet.

Recommended Action None required.

106014

Error Message `%FTD-3-106014: Deny inbound icmp src interface_name : IP_address [([idfw_user | FQDN_string ], sg_info )] dst interface_name : IP_address [([idfw_user | FQDN_string ], sg_info )] (type dec , code dec )`

Explanation The Secure Firewall Threat Defense device denied any inbound ICMP packet access. By default, all ICMP packets are denied access unless specifically allowed.

Recommended Action None required.

106015

Error Message `%FTD-6-106015: Deny TCP (no connection) from IP_address /port to IP_address /port flags tcp_flags on interface interface_name.`

Explanation The Secure Firewall Threat Defense device discarded a TCP packet that has no associated connection in the Secure Firewall Threat Defense connection table. The Secure Firewall Threat Defense device looks for a SYN flag in the packet, which indicates a request to establish a new connection. If the SYN flag is not set, and there is no existing connection, the Secure Firewall Threat Defense device discards the packet.

Recommended Action None required unless the Secure Firewall Threat Defense device receives a large volume of these invalid TCP packets. If this is the case, trace the packets to the source and determine the reason these packets were sent.

106016

Error Message `%FTD-2-106016: Deny IP spoof from (IP_address ) to IP_address on interface interface_name.`

Explanation A packet arrived at the Secure Firewall Threat Defense interface that has a destination IP address of 0.0.0.0 and a destination MAC address of the Secure Firewall Threat Defense interface. In addition, this message is generated when the Secure Firewall Threat Defense device discarded a packet with an invalid source address, which may include one of the following or some other invalid address:

- Loopback network (127.0.0.0)
- Broadcast (limited, net-directed, subnet-directed, and all-subnets-directed)
- The destination host (land.c)

To further enhance spoof packet detection, use the **icmp** command to configure the Secure Firewall Threat Defense device to discard packets with source addresses belonging to the internal network, because the **access-list** command has been deprecated and is no longer guaranteed to work correctly.

Recommended Action Determine if an external user is trying to compromise the protected network. Check for misconfigured clients.

106017

Error Message `%FTD-2-106017: Deny IP due to Land Attack from IP_address to IP_address`

Explanation The Secure Firewall Threat Defense device received a packet with the IP source address equal to the IP destination, and the destination port equal to the source port. This message indicates a spoofed packet that is designed to attack systems. This attack is referred to as a Land Attack.

Recommended Action If this message persists, an attack may be in progress. The packet does not provide enough information to determine where the attack originates.

106018

Error Message `%FTD-2-106018: ICMP packet type ICMP_type denied by outbound list acl_ID src inside_address dest outside_address`

Explanation The outgoing ICMP packet with the specified ICMP from local host (inside_address) to the foreign host (outside_address) was denied by the outbound ACL list.

Recommended Action None required.

106020

Error Message `%FTD-2-106020: Deny IP teardrop fragment (size = number, offset = number) from IP_address to IP_address`

Explanation The Secure Firewall Threat Defense device discarded an IP packet with a teardrop signature containing either a small offset or fragment overlapping. This is a hostile event that circumvents the Secure Firewall Threat Defense device or an Intrusion Detection System.

Recommended Action Contact the remote peer administrator or escalate this issue according to your security policy.

106021

Error Message `%FTD-1-106021: Deny protocol reverse path check from source_address to dest_address on interface interface_name`

Explanation An attack is in progress. Someone is attempting to spoof an IP address on an inbound connection. Unicast RPF, also known as reverse route lookup, detected a packet that does not have a source address represented by a route and assumes that it is part of an attack on your Secure Firewall Threat Defense device.

This message appears when you have enabled Unicast RPF with the ip verify reverse-path command. This feature works on packets input to an interface; if it is configured on the outside, then the Secure Firewall Threat Defense device checks packets arriving from the outside.

The Secure Firewall Threat Defense device looks up a route based on the source_address. If an entry is not found and a route is not defined, then this message appears and the connection is dropped.

If there is a route, the Secure Firewall Threat Defense device checks which interface it corresponds to. If the packet arrived on another interface, it is either a spoof or there is an asymmetric routing environment that has more than one path to a destination. The Secure Firewall Threat Defense device does not support asymmetric routing.

If the Secure Firewall Threat Defense device is configured on an internal interface, it checks static route command statements or RIP, and if the source_address is not found, then an internal user is spoofing their address.

Recommended Action Even though an attack is in progress, if this feature is enabled, no user action is required. The Secure Firewall Threat Defense device repels the attack.

106022

Error Message `%FTD-1-106022: Deny protocol connection spoof from source_address to dest_address on interface interface_name`

Explanation A packet matching a connection arrived on a different interface from the interface on which the connection began. In addition, the ip verify reverse-path command is not configured.

For example, if a user starts a connection on the inside interface, but the Secure Firewall Threat Defense device detects the same connection arriving on a perimeter interface, the Secure Firewall Threat Defense device has more than one path to a destination. This is known as asymmetric routing and is not supported on the Secure Firewall Threat Defense device.

An attacker also might be attempting to append packets from one connection to another as a way to break into the Secure Firewall Threat Defense device. In either case, the Secure Firewall Threat Defense device shows this message and drops the connection.

Recommended Action Check that the routing is not asymmetric.

106023

Error Message `%FTD-4-106023: Deny protocol src [interface_name :source_address /source_port ] [([idfw_user |FQDN_string ], sg_info )] dst interface_name :dest_address /dest_port [([idfw_user |FQDN_string ], sg_info )] [type {string }, code {code }] by access_group acl_ID [0x8ed66b60, 0xf8852875]`

Explanation A real IP packet was denied by the ACL. This message appears even if you do not have the **log** option enabled for an ACL. The IP address is the real IP address instead of the values that display through NAT. Both user identity information and FQDN information is provided for the IP addresses if a matched one is found. The Secure Firewall Threat Defense device logs either identity information (domain\user) or FQDN (if the username is not available). If the identity information or FQDN is available, the Secure Firewall Threat Defense device logs this information for both the source and destination.

Recommended Action If messages persist from the same source address, a footprinting or port scanning attempt might be occurring. Contact the remote host administrator.

106024

Error Message `%FTD-2-106024: Access rules memory exhausted`

Explanation The access list compilation process has run out of memory. All configuration information that has been added since the last successful access list was removed from the Secure Firewall Threat Defense device, and the most recently compiled set of access lists will continue to be used.

Recommended Action Access lists, AAA, ICMP, SSH, Telnet, and other rule types are stored and compiled as access list rule types. Remove some of these rule types so that others can be added.

106025, 106026

Error Message `%FTD-6-106025: Failed to determine the security context for the packet:sourceVlan:source_address dest_address source_port dest_port protocol`

Error Message `%FTD-6-106026: Failed to determine the security context for the packet:sourceVlan:source_address dest_address source_port dest_port protocol`

Explanation The security context of the packet in multiple context mode cannot be determined. Both messages can be generated for IP packets being dropped in either router and transparent mode.

Recommended Action None required.

106027

Error Message `%FTD-4-106027:acl_ID: Deny src [source address] dst [destination address] by access-group "access-list name"`

Explanation An non IP packet was denied by the ACL. This message is displayed even if you do not have the log option enabled for an extended ACL.

Recommended Action If messages persist from the same source address, it might indicate a foot-printing or port-scanning attempt. Contact the remote host administrator.

106100

Error Message `%FTD-6-106100: access-list` *`acl_ID`* `{permitted | denied | est-allowed}` *`protocol interface_name /source_address`* `(`*`source_port`*` ) (`*`idfw_user , sg_info`*` ) `*`interface_name /dest_address`* `(`*`dest_port`*` ) (`*`idfw_user , sg_info`*` ) hit-cnt `*`number`* `({first hit | `*`number`*` -second interval}) hash codes`

Explanation The initial occurrence or the total number of occurrences during an interval are listed. This message provides more information than message 106023, which only logs denied packets, and does not include the hit count or a configurable level.

When an access-list line has the *log* argument, it is expected that this message ID might be triggered because of a nonsynchronized packet reaching the Secure Firewall Threat Defense device and being evaluated by the access list. For example, if an ACK packet is received on the Secure Firewall Threat Defense device (for which no TCP connection exists in the connection table), the Secure Firewall Threat Defense device might generate message 106100, indicating that the packet was permitted; however, the packet is later correctly dropped because of no matching connection.

The following list describes the message values:

- permitted | denied | est-allowed—These values specify if the packet was permitted or denied by the ACL. If the value is est-allowed, the packet was denied by the ACL but was allowed for an already established session (for example, an internal user is allowed to accesss the Internet, and responding packets that would normally be denied by the ACL are accepted).
- *protocol* —TCP, UDP, ICMP, or an IP protocol number.
- *interface_name* —The interface name for the source or destination of the logged flow. The VLAN interfaces are supported.
- *source_address* —The source IP address of the logged flow. The IP address is the real IP address instead of the values that display through NAT.
- *dest_address* —The destination IP address of the logged flow. The IP address is the real IP address instead of the values that display through NAT.
- *source_port* —The source port of the logged flow (TCP or UDP). For ICMP, the number after the source port is the message type.
- *idfw_user*— The user identity username, including the domain name that is added to the existing syslog when the Secure Firewall Threat Defense device can find the username for the IP address.
- *sg_info*— The security group tag that is added to the syslog when the Secure Firewall Threat Defense device can find a security group tag for the IP address. The security group name is displayed with the security group tag, if available.
- *dest_port* —The destination port of the logged flow (TCP or UDP). For ICMP, the number after the destination port is the ICMP message code, which is available for some message types. For type 8, it is always 0. For a list of ICMP message types, see the following URL: http://www.iana.org/assignments/icmp-parameters/icmp-parameters.xml.
- hit-cnt *number* —The number of times this flow was permitted or denied by this ACL entry in the configured time interval. The value is 1 when the Secure Firewall Threat Defense device generates the first message for this flow.
- first hit—The first message generated for this flow.
- *number* -second interval—The interval in which the hit count is accumulated. Set this interval using the **access-list** command with the **interval** option.
- hash codes—Two are always printed for the object group ACE and the constituent regular ACE. Values are determined on which ACE that the packet hit. To display these hash codes, enter the **show-access list** command.

Recommended Action None required.

106101

Error Message `%FTD-1-106101 Number of cached deny-flows for ACL log has reached limit (`*number*`).`

Explanation If you configured the **log** option for an ACL **deny** statement (**access-list** *id* **deny** command), and a traffic flow matches the ACL statement, the Secure Firewall Threat Defense device caches the flow information. This message indicates that the number of matching flows that are cached on the Secure Firewall Threat Defense device exceeds the user-configured limit (using the **access-list deny-flow-max** command). This message might be generated as a result of a DoS attack.

- *number*— The limit configured using the **access-list deny-flow-max** command

Recommended Action None required.

106102

Error Message `%FTD-6-106102: access-list acl_ID {permitted|denied} protocol for user username interface_name /source_address source_port interface_name /dest_address dest_port hit-cnt number {first hit|number -second interval} hash codes`

Explanation A packet was either permitted or denied by an access-list that was applied through a VPN filter. This message is the VPN/AAA filter equivalent of message 106100.

Recommended Action None required.

106103

Error Message `%FTD-4-106103: access-list acl_ID denied protocol for user username interface_name /source_address source_port interface_name /dest_address dest_port hit-cnt number first hit hash codes`

Explanation A packet was denied by an access-list that was applied through a VPN filter. This message is the VPN/AAA filter equivalent of message106023.

Recommended Action None required.

107001

Error Message `%FTD-1-107001: RIP auth failed from IP_address : version=number, type=string, mode=string, sequence=number on interface interface_name`

Explanation The Secure Firewall Threat Defense device received a RIP reply message with bad authentication. This message might be caused by a misconfiguration on the router or the Secure Firewall Threat Defense device or by an unsuccessful attempt to attack the routing table of the Secure Firewall Threat Defense device.

Recommended Action This message indicates a possible attack and should be monitored. If you are not familiar with the source IP address listed in this message, change your RIP authentication keys between trusted entities. An attacker might be trying to determine the existing keys.

109011

Error Message `%FTD-2-109011: Authen Session Start: user 'user ', sid number`

Explanation An authentication session started between the host and the Secure Firewall Threat Defense device and has not yet completed.

Recommended Action None required.

109012

Error Message `%FTD-5-109012: Authen Session End: user 'user', sid number, elapsed number seconds`

Explanation The authentication cache has timed out. Users must reauthenticate on their next connection. You can change the duration of this timer with the timeout uauth command.

Recommended Action None required.

109013

Error Message `%FTD-3-109013: User must authenticate before using this service`

Explanation The user must be authenticated before using the service.

Recommended Action Authenticate using FTP, Telnet, or HTTP before using the service.

109016

Error Message `%FTD-3-109016: Can't find authorization ACL acl_ID for user 'user '`

Explanation The specified on the AAA server for this user does not exist on the Secure Firewall Threat Defense device. This error can occur if you configure the AAA server before you configure the Secure Firewall Threat Defense device. The Vendor-Specific Attribute (VSA) on your AAA server might be one of the following values:

- acl=acl_ID
- shell:acl=acl_ID
- ACS:CiscoSecured-Defined-ACL=acl_ID

Recommended Action Add the ACL to the Secure Firewall Threat Defense device, making sure to use the same name specified on the AAA server.

109018

Error Message `%FTD-3-109018: Downloaded ACL acl_ID is empty`

Explanation The downloaded authorization has no ACEs. This situation might be caused by misspelling the attribute string *ip:inacl#* or omitting the access-list command.

```
junk:junk# 1=permit tcp any any eq junk ip:inacl#1=”
```

Recommended Action Correct the ACL components that have the indicated error on the AAA server.

109019

Error Message `%FTD-3-109019: Downloaded ACL acl_ID has parsing error; ACE string`

Explanation An error occurred during parsing the sequence number NNN in the attribute string ip:inacl#NNN= of a downloaded authorization. The reasons include: - missing = - contains nonnumeric, nonpace characters between # and = - NNN is greater than 999999999.

```
ip:inacl# 1 permit tcp any any
ip:inacl# 1junk2=permit tcp any any
ip:inacl# 1000000000=permit tcp any any
```

Recommended Action Correct the ACL element that has the indicated error on the AAA server.

109020

Error Message `%FTD-3-109020: Downloaded ACL has config error; ACE`

Explanation One of the components of the downloaded authorization has a configuration error. The entire text of the element is included in the message. This message is usually caused by an invalid access-list command statement.

Recommended Action Correct the ACL component that has the indicated error on the AAA server.

109026

Error Message `%FTD-3-109026: [aaa protocol ] Invalid reply digest received; shared server key may be mismatched.`

Explanation The response from the AAA server cannot be validated. The configured server key is probably incorrect. This message may be generated during transactions with RADIUS or TACACS+ servers.

Verify that the server key, configured using the **aaa-server** command, is correct.

109027

Error Message `%FTD-4-109027: [aaa protocol] Unable to decipher response message Server = server_IP_address , User = user`

Explanation The response from the AAA server cannot be validated. The configured server key is probably incorrect. This message may be displayed during transactions with RADIUS or TACACS+ servers. The server_IP_address is the IP address of the relevant AAA server. The user is the user name associated with the connection.

Recommended Action Verify that the server key, configured using the **aaa-server** command, is correct.

109029

Error Message `%FTD-5-109029: Parsing downloaded ACL: string`

Explanation A syntax error occurred while parsing an access list that was downloaded from a RADIUS server during user authentication.

- *string* —An error message detailing the syntax error that prevented the access list from parsing correctly

Recommended Action Use the information presented in this message to identify and correct the syntax error in the access list definition within the RADIUS server configuration.

109030

Error Message `%FTD-4-109030: Autodetect ACL convert wildcard did not convert ACL access_list source |dest netmask netmask .`

ExplanationA dynamic ACL that is configured on a RADIUS server is not converted by the mechanism for automatically detecting wildcard netmasks. The problem occurs because this mechanism cannot determine if the netmask is a wildcard or a normal netmask.

- **access_list—**The access list that cannot be converted
- **source—**The source IP address
- **dest—**The destination IP address
- **netmask—**The subnet mask for the destination or source address in dotted-decimal notation

Recommended Action Check the access list netmask on the RADIUS server for the wildcard configuration. If the netmask is supposed to be a wildcard, and if all access list netmasks on that server are wildcards, then use the wildcard setting for **acl-netmask-convert** for the AAA server. Otherwise, change the netmask to a normal netmask or to a wildcard netmask that does not contain holes (that is, where the netmask presents consecutive binary 1s. For example, 00000000.00000000.00011111.11111111 or hex 0.0.31.255). If the mask is supposed to be normal and all access list netmasks on that server are normal, then use the normal setting for **acl-netmask-convert** for the AAA server.

109032

Error Message `%FTD-3-109032: Unable to install ACL access_list , downloaded for user username ; Error in ACE: ace .`

Explanation The Secure Firewall Threat Defense device received an access control list from a RADIUS server to apply to a user connection, but an entry in the list contains a syntax error. Th euse of a list containing an error could result in the violation of a security policy, so the Secure Firewall Threat Defense device failed to authenticate the user.

- *access_list* —The name assigned to the dynamic access list as it would appear in the output of the **show access-list** command
- *username* —The name of the user whose connection will be subject to this access list
- *ace* —The access list entry that was being processed when the error was detected

Recommended Action Correct the access list definition in the RADIUS server configuration.

109033

Error Message `%FTD-4-109033: Authentication failed for admin user user from src_IP . Interactive challenge processing is not supported for protocol connections`

Explanation AAA challenge processing was triggered during authentication of an administrative connection, but the Secure Firewall Threat Defense device cannot initiate interactive challenge processing with the client application. When this occurs, the authentication attempt will be rejected and the connection denied.

- *user* —The name of the user being authenticated
- *src_IP* —The IP address of the client host
- *protocol* —The client connection protocol (SSH v1 or administrative HTTP)

Recommended Action Reconfigure AAA so that challenge processing does not occur for these connection types. This generally means to avoid authenticating these connection types to RSA SecurID servers or to any token-based AAA server via RADIUS.

109034

Error Message `%FTD-4-109034: Authentication failed for network user user from src_IP/port to dst_IP/port . Interactive challenge processing is not supported for protocol connections`

Explanation AAA challenge processing was triggered during authentication of a network connection, but the Secure Firewall Threat Defense device cannot initiate interactive challenge processing with the client application. When this occurs, the authentication attempt will be rejected and the connection denied.

- *user* —The name of the user being authenticated
- *src_IP/port* —The IP address and port of the client host
- *dst_IP/port* —The IP address and port of the server to which the client is attempting to connect
- *protocol* —The client connection protocol (for example, FTP)

Recommended Action Reconfigure AAA so that challenge processing does not occur for these connection types. This generally means to avoid authenticating these connection types to RSA SecurID servers or to any token-based AAA server via RADIUS.

109035

Error Message `%FTD-3-109035: Exceeded maximum number (<max_num>) of DAP attribute instances for user <user>`

Explanation This log is generated when the number of DAP attributes received from the RADIUS server exceeds the maximum number allowed when authenticating a connection for the specified user.

Recommended Action Modify the DAP attribute configuration to reduce the number of DAP attributes below the maximum number allowed as specified in the log so that the specified user can connect.

109036

Error Message `%FTD-6-109036: Exceeded 1000 attribute values for the attribute name attribute for user username .`

Explanation The LDAP response message contains an attribute that has more than 1000 values.

- *attribute_name* —The LDAP attribute name
- *username* —The username at login

Recommended Action None required.

109037

Error Message `%FTD-3-109037: Exceeded 5000 attribute values for the attribute name attribute for user username .`

Explanation The Secure Firewall Threat Defense device supports multiple values of the same attribute received from a AAA server. If the AAA server sends a response containing more than 5000 values for the same attribute, then the Secure Firewall Threat Defense device treats this response message as being malformed

and rejects the authentication. This condition has only been seen in lab environments using specialized test tools. It is unlikely that the condition would occur in a real-world production network.

- *attribute_name* —The LDAP attribute name
- *username* —The username at login

Recommended Action Capture the authentication traffic between the Secure Firewall Threat Defense device and AAA server using a protocol sniffer (such as WireShark), then forward the trace file to the Cisco TAC for analysis.

109038

Error Message `%FTD-3-109038: Attribute internal-attribute-name value string-from-server from AAA server could not be parsed as a type internal-attribute-name string representation of the attribute name`

Explanation The AAA subsystem tried to parse an attribute from the AAA server into an internal representation and failed.

- *string-from-server*— String received from the AAA server, truncated to 40 characters.
- *type* —The type of the specified attribute

Recommended Action Verify that the attribute is being generated correctly on the AAA server. For additional information, use the **debug ldap** and **debug radius** commands.

109039

Error Message `%FTD-5-109039: AAA Authentication:Dropping an unsupported IPv6/IP46/IP64 packet from lifc :laddr to fifc :faddr`

Explanation A packet containing IPv6 addresses or IPv4 addresses translated to IPv6 addresses by NAT requires AAA authentication or authorization. AAA authentication and authorization do not support IPv6 addresses. The packet is dropped.

- *lifc* —The ingress interface
- *laddr* —The source IP address
- *fifc* —The egress interface
- *faddr* —The destination IP address after NAT translation, if any

Recommended Action None required.

109100

Error Message `%FTD-6-109100: Received CoA update from coa-source-ip for user username , with session ID: audit-session-id , changing authorization attributes`

Explanation The Secure Firewall Threat Defense device has successfully processed the CoA policy update request from *coa-source-ip* for user *username* with session id *audit-session-id* . This syslog message is generated after a change of authorization policy update has been received by the Secure Firewall Threat Defense device, validated and applied. In a non-error case, this is the only syslog message that is generated when a change of authorization is received and processed.

- *coa-source-ip* —Originating IP address of the change of authorization request
- *username* —User whose session is being changed

- *audit-session-id* —The global ID of the session being modified

Recommended Action None required.

109101

Error Message `%FTD-6-109101: Received CoA disconnect request from coa-source-ip for user username , with audit-session-id: audit-session-id`

Explanation The Secure Firewall Threat Defense device has received a correctly formatted Disconnect-Request for an active VPN session and has successfully terminated the connection.

- *coa-source-ip* —Originating IP address of the change of authorization request
- *username* —User whose session is being changed
- *audit-session-id* —The global ID of the session being modified

Recommended Action None required.

109102

Error Message `%FTD-4-109102: Received CoA action-type from coa-source-ip , but cannot find named session audit-session-id`

Explanation The Secure Firewall Threat Defense device has received a valid change of authorization request, but the session ID specified in the request does not match any active sessions on the Secure Firewall Threat Defense device. This could be the result of the change of authorization server attempting to issue a change of authorization on a session that has already been closed by the user.

- *action-type* —The requested change of authorization action (update or disconnect)
- *coa-source-ip* —Originating IP address of the change of authorization request
- *audit-session-id* —The global ID of the session being modified

Recommended Action None required.

109103

Error Message `%FTD-3-109103: CoA action-type from coa-source-ip failed for user username , with session ID: audit-session-id .`

Explanation The Secure Firewall Threat Defense device has received a correctly formatted change of authorization request, but was unable to process it successfully.

- *action-type* —The requested change of authorization action (update or disconnect)
- *coa-source-ip* —Originating IP address of the change of authorization request
- *username* —User whose session is being changed
- *audit-session-id* —The global ID of the session being modified

Recommended Action Investigate the relevant VPN subsystem logs to determine why the updated attributes could not be applied or why the session could not be terminated.

109104

Error Message `%FTD-3-109104: CoA action-type from coa-source-ip failed for user username , session ID: audit-session-id . Action not supported.`

Explanation The Secure Firewall Threat Defense device has received a correctly formatted change of authorization request, but did not process it because the indicated action is not supported by the Secure Firewall Threat Defense device.

- *action-type* —The requested change of authorization action (update or disconnect)
- *coa-source-ip* —Originating IP address of the change of authorization request
- *username* —User whose session is being changed
- *audit-session-id* —The global ID of the session being modified

Recommended Action None required.

109105

Error Message `%FTD-3-109105: Failed to determine the egress interface for locally generated traffic destined to <protocol> <IP>:<port>.`

Explanation It is necessary for Secure Firewall Threat Defense device to log a syslog if no routes are present when the interface is BVI. Apparently, if default route is present and it does not route packet to the correct interface then it becomes impossible to track it. In case of Secure Firewall Threat Defense, management routes are looked first following the data interface. So if default route is routing packets to different destination, then it is difficult to track it.

Recommended Action It is highly recommended to add default route for correct destination or add static routes.

109201

Error Message `%FTD-5-109201: UAUTH Session session, User username, Assigned IP IP Address, Succeeded adding entry.`

Explanation When a VPN user is sucessfully added, this message is generated.

Recommended Action None.

109202

Error Message `%FTD-6-109202: UAUTH Session session, User username, Assigned IP IP Address, Succeeded incrementing entry use.`

Explanation The VPN user account already exists and successfully incremented the reference count.

Recommended Action None.

109203

Error Message `%FTD-3-109203: UAUTH Session session, User username, Assigned IP IP Address, Failed adding entry.`

Explanation This message is generated when the device failed to apply ACL rules for newly created user entry.

Recommended Action Try to reconnect.

109204

Error Message `%FTD-5-109204: UAUTH Session session, User username, Assigned IP IP Address, Succeeded applying filter.`

Explanation This message is generated when the device failed to apply ACL rules for newly created user entry.

Recommended Action None.

109205

Error Message `%FTD-3-109205: UAUTH Session session, User username, Assigned IP IP Address, Failed applying filter.`

Explanation This message is generated when the user entry already exists and failed to apply new rules to session on interface.

Recommended Action Try to reconnect.

109206

Error Message `%FTD-3-109206: UAUTH Session session, User username, Assigned IP IP Address, Removing stale entry added hours ago.`

Explanation This message is generated when the device failed to add user entry due to collision and has removed stale entry.

Recommended Action Try to reconnect.

109207

Error Message `%FTD-5-109207: UAUTH Session session, User username, Assigned IP IP Address, Succeeded updating entry.`

Explanation This message is generated when the device has successfully applied rules for user on interface.

Recommended Action None.

109208

Error Message `%FTD-3-109208: UAUTH Session session, User username, Assigned IP IP Address, Failed updating entry - no entry.`

Explanation This message is generated when the device has failed to update user entry with new rules.

Recommended Action Try to reconnect again.

109209

Error Message `%FTD-3-109209: UAUTH Session session, User username, Assigned IP IP Address, Failed updating filter for entry.`

Explanation This message is generated when the device has failed to update the rules in user entry due to collision.

Recommended Action Try to reconnect again.

109210

Error Message `%FTD-5-109210: UAUTH Session session, User username, Assigned IP IP Address, Successfully removed the rules for user during tunnel torn down.`

Explanation This message is generated when the device has successfully removed the rules for user during tunnel torn down.

Recommended Action None.

109211

Error Message `%FTD-6-109211: UAUTH Session session, User username, Assigned IP IP Address, Successfully removed the rules for user during tunnel torn down.`

Explanation This message is generated when the reference count decremented successfully after tunnel removal.

Recommended Action None.

109212

Error Message `%FTD-3-109212: UAUTH Session session, User username, Assigned IP IP Address, Failed removing entry.`

Explanation This message is generated when the device fails to delete due to invalid address or bad entry.

Recommended Action Try to disconnect again.

109213

Error Message `%FTD-3-109213: UAUTH Session session, User username, Assigned IP IP Address, Failed removing entry.`

Explanation This message is generated when the device fails to delete due to collision in user entry.

Recommended Action Try to disconnect again.

Messages 110002 to 113045

This section includes messages from 110002 to 113045.

110002

Error Message `%FTD-6-110002: Failed to locate egress interface for protocol from src interface :src IP/src port to dest IP/dest port`

Explanation An error occurred when the Secure Firewall Threat Defense device tried to find the interface through which to send the packet.

- *protocol* —The protocol of the packet
- *src interface* —The interface from which the packet was received
- *src IP* —The source IP address of the packet
- *src port* —The source port number
- *dest IP* —The destination IP address of the packet
- *dest port* —The destination port number

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

110003

Error Message `%FTD-6-110003: Routing failed to locate next-hop for protocol from src interface :src IP/src port to dest interface :dest IP/dest port`

Explanation An error occurred when the Secure Firewall Threat Defense device tried to find the next hop on an interface routing table.

- *protocol* —The protocol of the packet
- *src interface* —The interface from which the packet was received
- *src IP* —The source IP address of the packet
- *src port* —The source port number
- *dest IP* —The destination IP address of the packet
- *dest port* —The destination port number

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC. During debugging, use the **show asp table routing** command to view the routing table details.

110004

Error Message `%FTD-6-110004: Egress interface changed from old_active_ifc to new_active_ifc on ip_protocol connection conn_id for outside_zone /parent_outside_ifc :outside_addr /outside_port (mapped_addr /mapped_port ) to inside_zone /parent_inside_ifc :inside_addr /inside_port (mapped_addr /mapped_port )`

Explanation A flow changed on the egress interface.

Recommended Action None required.

111001

Error Message `%FTD-5-111001: Begin configuration: IP_address writing to device`

Explanation You have entered the **write** command to store your configuration on a device (either floppy, flash memory, TFTP, the failover standby unit, or the console terminal). The **IP_address** indicates whether the login was made at the console port or with a Telnet connection.

Recommended Action None required.

111002

Error Message `%FTD-5-111002: Begin configuration: IP_address reading from device`

Explanation You have entered the **read** command to read your configuration from a device (either floppy disk, flash memory, TFTP, the failover standby unit, or the console terminal). The **IP_address** indicates whether the login was made at the console port or with a Telnet connection.

Recommended Action None required.

111003

Error Message `%FTD-5-111003: IP_address Erase configuration`

Explanation You have erased the contents of flash memory by entering the **write erase** command at the console. The **IP_address** value indicates whether the login was made at the console port or through a Telnet connection.

Recommended Action After erasing the configuration, reconfigure the Secure Firewall Threat Defense device and save the new configuration. Alternatively, you can restore information from a configuration that was previously saved, either on a floppy disk or on a TFTP server elsewhere on the network.

111004

Error Message `%FTD-5-111004: IP_address end configuration: {FAILED|OK}`

Explanation You have entered the **config floppy/memory/ network** command or the **write floppy/memory/network/standby** command. The **IP_address** value indicates whether the login was made at the console port or through a Telnet connection.

Recommended Action None required if the message ends with OK. If the message indicates a failure, try to fix the problem. For example, if writing to a floppy disk, ensure that the floppy disk is not write protected; if writing to a TFTP server, ensure that the server is up.

111005

Error Message `%FTD-5-111005: IP_address end configuration: OK`

Explanation You have exited the configuration mode. The **IP_address** value indicates whether the login was made at the console port or through a Telnet connection.

Recommended Action None required.

111007

Error Message `%FTD-5-111007: Begin configuration: IP_address reading from device.`

Explanation You have entered the **reload** or **configure** command to read in a configuration. The device text can be floppy, memory, net, standby, or terminal. The **IP_address** value indicates whether the login was made at the console port or through a Telnet connection.

Recommended Action None required.

111008

Error Message `%FTD-5-111008: User user executed the command string`

Explanation The user entered any command, with the exception of a **show** command.

Recommended Action None required.

111009

Error Message `%FTD-7-111009:User user executed cmd:string`

Explanation The user entered a command that does not modify the configuration. This message appears only for **show** commands.

Recommended Action None required.

111010

Error Message `%FTD-5-111010: User username , running application-name from IP ip addr , executed cmd`

Explanation A user made a configuration change.

- *username* —The user making the configuration change
- *application-name* —The application that the user is running
- *ip addr* —The IP address of the management station
- *cmd* —The command that the user has executed

Recommended Action None required.

111111

Error Message `% FTD-1-111111 error_message`

Explanation A system or infrastructure error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

112001

Error Message `%FTD-2-112001: (string :dec ) Clear complete.`

Explanation A request to clear the module configuration was completed. The source file and line number are identified.

Recommended Action None required.

113001

Error Message `%FTD-3-113001: Unable to open AAA session. Session limit [limit ] reached.`

Explanation The AAA operation on an IPsec tunnel or WebVPN connection cannot be performed because of the unavailability of AAA resources. The **limit** value indicates the maximum number of concurrent AAA transactions.

Recommended Action Reduce the demand for AAA resources, if possible.

113003

Error Message `%FTD-6-113003: AAA group policy for user user is being set to policy_name .`

Explanation The group policy that is associated with the tunnel group is being overridden with a user-specific policy, *policy_name* . The *policy_name* is specified using the **username** command when LOCAL authentication is configured or is returned in the RADIUS CLASS attribute when RADIUS authentication is configured.

Recommended Action None required.

113004

Error Message `%FTD-6-113004: AAA user aaa_type Successful: server = server_IP_address , User = user`

Explanation The AAA operation on an IPsec or WebVPN connection has been completed successfully. The AAA types are authentication, authorization, or accounting. The **server_IP_address** is the IP address of the relevant AAA server. The **user** is the user name associated with the connection.

Recommended Action None required.

113005

Error Message `%FTD-6-113005: AAA user authentication Rejected: reason = AAA failure: server = ip_addr : user = *****: user IP = ip_addr`

Explanation The AAA authentication on a connection has failed. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

Recommended Action Retry the authentication.

113005

Error Message `%FTD-6-113005: AAA user authentication Rejected: reason = AAA failure: server = ip_addr : user = *****: user IP = ip_addr`

Explanation The AAA authentication on a connection has failed. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

Recommended Action Retry the authentication.

113006

Error Message `%FTD-6-113006: User user locked out on exceeding number successive failed authentication attempts`

Explanation A locally configured user is being locked out. This happens when a configured number of consecutive authentication failures have occurred for this user and indicates that all future authentication attempts by this user will be rejected until an administrator unlocks the user using the **clear aaa local user lockout** command. The **user** is the user that is now locked, and the **number** is the consecutive failure threshold configured using the **aaa local authentication attempts max-fail** command.

Recommended Action Try unlocking the user using the **clear_aaa_local_user_lockout** command or adjusting the maximum number of consecutive authentication failures that are tolerated.

113007

Error Message `%FTD-6-113007: User user unlocked by administrator`

Explanation A locally configured user that was locked out after exceeding the maximum number of consecutive authentication failures set by using the **aaa local authentication attempts max-fail** command has been unlocked by the indicated administrator.

Recommended Action None required.

113008

Error Message `%FTD-6-113008: AAA transaction status ACCEPT: user = user`

Explanation The AAA transaction for a user associated with an IPsec or WebVPN connection was completed successfully. The user is the username associated with the connection.

Recommended Action None required.

113009

Error Message `%FTD-6-113009: AAA retrieved default group policy policy for user user`

Explanation The authentication or authorization of an IPsec or WebVPN connection has occurred. The attributes of the group policy that were specified with the **tunnel-group** or **webvpn** commands have been retrieved.

Recommended Action None required.

113010

Error Message `%FTD-6-113010: AAA challenge received for user user from server server_IP_address`

Explanation The authentication of an IPsec connection has occurred with a SecurID server. The user will be prompted to provide further information before being authenticated.

- **user**—The username associated with the connection
- **server _IP_address**—The IP address of the relevant AAA server

Recommended Action None required.

113011

Error Message `%FTD-6-113011: AAA retrieved user specific group policy policy for user user`

Explanation The authentication or authorization of an IPsec or WebVPN connection has occurred. The attributes of the group policy that was specified with the **tunnel-group** or **webvpn** commands have been retrieved.

Recommended Action None required.

113012

Error Message `%FTD-6-113012: AAA user authentication Successful: local database: user = user`

Explanation The user associated with a IPsec or WebVPN connection has been successfully authenticated to the local user database.

- **user**—The username associated with the connection

Recommended Action None required.

113013

Error Message `%FTD-6-113013: AAA unable to complete the request Error: reason = reason : user = user`

Explanation The AAA transaction for a user associated with an IPsec or WebVPN connection has failed because of an error or has been rejected because of a policy violation.

- **reason—**The reason details
- **user**—The username associated with the connection

Recommended Action None required.

113014

Error Message `%FTD-6-113014: AAA authentication server not accessible: server = server_IP_address : user = user`

Explanation The device was unable to communicate with the configured AAA server during the AAA transaction associated with an IPsec or WebVPN connection. This may or may not result in a failure of the user connection attempt depending on the backup servers configured in the **aaa-server** group and the availability of those servers. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

Recommended Action Verify connectivity with the configured AAA servers.

113015

Error Message `%FTD-6-113015: AAA user authentication Rejected: reason = reason : local database: user = user: user IP = xxx.xxx.xxx.xxx`

Explanation A request for authentication to the local user database for a user associated with an IPsec or WebVPN connection has been rejected. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

- **reason—**The details of why the request was rejected
- **user**—The username associated with the connection
- **user_ip** —The IP address of the user who initiated the authentication or authorization request<915CLI>

Recommended Action None required.

113016

Error Message `%FTD-6-113016: AAA credentials rejected: reason = reason : server = server_IP_address : user = user<915CLI>: user IP = xxx.xxx.xxx.xxx`

Explanation The AAA transaction for a user associated with an IPsec or WebVPN connection has failed because of an error or rejected due to a policy violation. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

- **reason—**The details of why the request was rejected
- **server_IP_address**—The IP address of the relevant AAA server
- **user**—The username associated with the connection
- *<915CLI>user_ip* —The IP address of the user who initiated the authentication or authorization request

Recommended Action None required.

113017

Error Message `%FTD-6-113017: AAA credentials rejected: reason = reason : local database: user = user: user IP = xxx.xxx.xxx.xxx`

Explanation The AAA transaction for a user associated with an IPsec or WebVPN connection has failed because of an error or rejected because of a policy violation. This event only appears when the AAA transaction is with the local user database rather than with an external AAA server.

- **reason—**The details of why the request was rejected
- **user**—The username associated with the connection
- **user_ip** —The IP address of the user who initiated the authentication or authorization request

Recommended Action None required.

113018

Error Message `%FTD-3-113018: User: user , Unsupported downloaded ACL Entry: ACL_entry , Action: action`

Explanation An ACL entry in unsupported format was downloaded from the authentication server. The following list describes the message values:

- **user**—User trying to log in
- **ACL_entry**—Unsupported ACL entry downloaded from the authentication server
- **action**—Action taken when encountering the unsupported ACL entry

Recommended Action The ACL entry on the authentication server has to be changed by the administrator to conform to the supported ACL entry formats.

113019

Error Message `%FTD-4-113019: Group = group , Username = username , IP = peer_address , Session disconnected. Session Type: type , Duration: duration , Bytes xmt: count , Bytes rcv: count , Reason: reason`

Explanation An indication of when and why the longest idle user is disconnected.

- **group**—Group name
- **username**—Username
- **IP**—Peer address
- **Session Type**—Session type (for example, IPsec or UDP)
- **duration**—Connection duration in hours, minutes, and seconds
- **Bytes xmt**—Number of bytes transmitted
- *Bytes rcv* —Number of bytes received
- **reason**—Reason for disconnection

User Requested. Indicates a disconnection from client.

Lost Carrier

Lost Service. The service loss could be due to an issue from ISP during a SSL session establishment.

Idle Timeout

Max time exceeded

Administrator Reset- Indicates disconnection from secure gateway through vpn-sessiondb logoff

Administrator Reboot

Administrator Shutdown

Port Error

NAS Error

NAS Request

NAS Reboot

Port unneeded

Connection preempted. Indicates that the allowed number of simultaneous (same user) logins has been exceeded. To resolve this problem, increase the number of simultaneous logins or have users only log in once with a given username and password.

Port Suspended

Service Unavailable

Callback

User error

Host Requested

SA Expired

IKE Delete

Bandwidth Management Error

Certificate Expired

Phase 2 Mismatch

Firewall Mismatch

Peer Address Changed

ACL Parse Error

Phase 2 Error

Configuration Error

Peer Reconnected

Internal Error

Crypto map policy not found

L2TP initiated

VLAN Mapping Error

NAC-Policy Error

Dynamic Access Policy terminate

Client type not supported

Unknown

Recommended Action Unless the reason indicates a problem, then no action is required.

113020

Error Message `%FTD-3-113020: Kerberos error: Clock skew with server ip_address greater than 300 seconds`

Explanation Authentication for an IPsec or WebVPN user through a Kerberos server has failed because the clocks on the Secure Firewall Threat Defense device and the server are more than five minutes (300 seconds) apart. When this occurs, the connection attempt is rejected.

- *ip_address* —The IP address of the Kerberos server

Recommended Action Synchronize the clocks on the Secure Firewall Threat Defense device and the Kerberos server.

113021

Error Message `%FTD-3-113021: Attempted console login failed. User username did NOT have appropriate Admin Rights.`

Explanation A user has tried to access the management console and was denied.

- *username* —The username entered by the user

Recommended Action If the user is a newly added admin rights user, check that the service type (LOCAL or RADIUS authentication server) for that user is set to allow access:

- nas-prompt—Allows login to the console and exec privileges at the required level, but not enable (configuration modification) access
- admin—Allows all access and can be further constrained by command privileges

Otherwise, the user is inappropriately trying to access the management console; the action to be taken should be consistent with company policy for these matters.

113022

Error Message `%FTD-2-113022: AAA Marking RADIUS server servername in aaa-server group AAA-Using-DNS as FAILED`

Explanation The Secure Firewall Threat Defense device has tried an authentication, authorization, or accounting request to the AAA server and did not receive a response within the configured timeout window. The AAA server will be marked as failed and has been removed from service.

- *protocol* —The type of authentication protocol, which can be one of the following:

- RADIUS

- TACACS+

- NT

- RSA SecurID

- Kerberos

- LDAP

- *ip-addr* —The IP address of the AAA server
- *tag* —The server group name

Recommended Action Verify that the AAA server is online and is accessible from the Secure Firewall Threat Defense device.

113023

Error Message `%FTD-2-113023: AAA Marking protocol server ip-addr in server group tag as ACTIVE`

Explanation The Secure Firewall Threat Defense device has reactivated the AAA server that was previously marked as failed. The AAA server is now available to service AAA requests.

- *protocol* —The type of authentication protocol, which can be one of the following:

- RADIUS

- TACACS+

- NT

- RSA SecurID

- Kerberos

- LDAP

- *ip-addr* —The IP address of the AAA server
- *tag* —The server group name

Recommended Action None required.

113024

Error Message `%FTD-5-113024: Group tg : Authenticating type connection from ip with username, user_name , from client certificate`

Explanation The prefill username feature overrides the username with one derived from the client certificate for use in AAA.

- *tg* —The tunnel group
- *type* —The type of connection (ssl-client or clientless)
- *ip* —The IP address of the connecting user
- *user_name* —The name extracted from the client certificate for use in AAA

Recommended Action None required.

113025

Error Message `%FTD-5-113025: Group tg : fields  Could not authenticate connection type connection from ip`

Explanation A username cannot be successfully extracted from the certificate.

- *tg* —The tunnel group
- *fields* —The DN fields being searched for
- *connection type* —The type of connection (SSL client or clientless)
- *ip* —The IP address of the connecting user

Recommended Action The administrator should check that the **authentication aaa certificate**, **ssl certificate-authentication**, and **authorization-dn-attributes** keywords have been set correctly.

113026

Error Message `%FTD-4-113026: Error error while executing Lua script for group tunnel group`

Explanation An error occurred while extracting a username from the client certificate for use in AAA. This message is only generated when the username-from-certificate use-script option is enabled.

- *error* —Error string returned from the Lua environment
- *tunnel group* —The tunnel group attempting to extract a username from a certificate

Recommended Action Examine the script being used by the username-from-certificate use-script option for errors.

113027

Error Message `%FTD-2-113027: Error activating tunnel-group scripts`

Explanation The script file cannot be loaded successfully. No tunnel groups using the username-from-certificate use-script option work correctly.

Recommended Action The administrator should check the script file for errors using ASDM. Use the **debug aaa** command to obtain a more detailed error message that may be useful.

113028

Error Message `%FTD-7-113028: Extraction of username from VPN client certificate has` *`string`*`. [Request` *`num`* `]`

Explanation The processing request of a username from a certificate is running or has finished.

- *num* —The ID of the request (the value of the pointer to the fiber), which is a monotonically increasing number.
- *string* —The status message, which can one of the following:
  - been requested
  - started
  - finished with error
  - finished successfully
  - completed

Recommended Action None required.

113029

Error Message `%FTD-4-113029: Group` *`group`* `User` *`user`* `IP` *`ipaddr`* `Session could not be established: session limit of` *`num`* `reached`

Explanation The user session cannot be established because the current number of sessions exceeds the maximum session load.

Recommended Action Increase the configured limit, if possible, to create a load-balanced cluster.

113030

Error Message `%FTD-4-113030: Group` *`group`* `User` *`user`* `IP` *`ipaddr`* `User ACL` *`acl`* `from AAA doesn't exist on the device, terminating connection.`

Explanation The specified ACL was not found on the Secure Firewall Threat Defense device.

- **group—**The name of the group
- **user—**The name of the user
- **ipaddr—**The IP address
- **acl—**The name of the ACL

Recommended Action Modify the configuration to add the specified ACL or to correct the ACL name.

113031

Error Message `%FTD-4-113031: Group group User user IP ipaddr AnyConnect vpn-filter filter is an IPv6 ACL; ACL not applied.`

Explanation The type of ACL to be applied is incorrect. An IPv6 ACL has been configured as an IPv4 ACL through the **vpn-filter** command.

- *group* —The group policy name of the user
- *user* —The username
- *ipaddr* —The public (not assigned) IP address of the user
- *filter* —The name of the VPN filter

Recommended Action Validate the VPN filter and IPv6 VPN filter configurations on the Secure Firewall Threat Defense device, and the filter parameters on the AAA (RADIUS) server. Make sure that the correct type of ACL is specified.

113032

Error Message `%FTD-4-113032: Group group User user IP ipaddr AnyConnect ipv6-vpn-filter filter is an IPv4 ACL; ACL not applied.`

Explanation The type of ACL to be applied is incorrect. An IPv4 ACL has been configured as an IPv6 ACL through the **ipv6-vpn-filter** command.

- *group* —The group policy name of the user
- *user* —The username
- *ipaddr* —The public (not assigned) IP address of the user
- *filter* —The name of the VPN filter

Recommended Action Validate the VPN filter and IPv6 VPN filter configurations on the Secure Firewall Threat Defense device and the filter parameters on the AAA (RADIUS) server. Make sure that the correct type of ACL is specified.

113033

Error Message `%FTD-6-113033: Group group User user IP ipaddr AnyConnect session not allowed. ACL parse error.`

Explanation The WebVPN session for the specified user in this group is not allowed because the associated ACL did not parse. The user will not be allowed to log in via WebVPN until this error has been corrected.

- *group* —The group policy name of the user
- *user* —The username
- *ipaddr* —The public (not assigned) IP address of the user

Recommended Action Correct the WebVPN ACL.

113034

Error Message `%FTD-4-113034: Group group User user IP ipaddr User ACL acl from AAA ignored, AV-PAIR ACL used instead.`

Explanation The specified ACL was not used because a Cisco AV-PAIR ACL was used.

- **group—**The name of the group
- **user—**The name of the user
- **ipaddr—**The IP address
- **acl—**The name of the ACL

Recommended Action Determine the correct ACL to use and correct the configuration.

113035

Error Message `%FTD-4-113035: Group group User user IP ipaddr Session terminated: AnyConnect not enabled or invalid AnyConnect image on the ASA.`

Explanation The user logged in via the AnyConnect client. The SVC service is not enabled globally, or the SVC image is invalid or corrupted. The session connection has been terminated.

- *group* —The name of the group policy with which the user is trying to connect
- *user* —The name of the user who is trying to connect
- *iaddrp* —The IP address of the user who is trying to connect

Recommended Action Enable the SVC globally using the **svc-enable** command. Validate the integrity and versions of the SVC images by reloading new images using the **svc image** command.

113036

Error Message `%FTD-4-113036: Group group User user IP ipaddr AAA parameter name value invalid.`

Explanation The given parameter has a bad value. The value is not shown because it might be very long.

- **group—**The name of the group
- **user—**The name of the user
- **ipadddr—**The IP address
- **name—**The name of the parameter

Recommended Action Modify the configuration to correct the indicated parameter.

113037

Error Message `%FTD-6-113037: Reboot pending, new sessions disabled. Denied user login.`

Explanation A user was unable to log in to WebVPN because the Secure Firewall Threat Defense device is in the process of rebooting.

Recommended Action None required.

113038

Error Message `%FTD-4-113038: Group group User user IP ipaddr Unable to create AnyConnect parent session.`

Explanation The AnyConnect session was not created for the user in the specified group because of resource issues. For example, the user may have reached the maximum login limit.

- **group—**The name of the group
- **user—**The name of the user
- **ipadddr—**The IP address

Recommended Action None required.

113039

Error Message `%FTD-6-113039: Group group User user IP ipaddr AnyConnect parent session started.`

Explanation The AnyConnect session has started for the user in this group at the specified IP address. When the user logs in via the AnyConnect login page, the AnyConnect session starts.

- **group—**The name of the group
- **user—**The name of the user
- **ipadddr—**The IP address

Recommended Action None required.

113040

Error Message `%FTD-4-113040: Terminating the VPN connection attempt from attempted group . Reason: This connection is group locked to locked group.`

Explanation The tunnel group over which the connection is attempted is not the same as the tunnel group set in the group lock.

- *attempted group* —The tunnel group over which the connection came in
- *locked group* —The tunnel group for which the connection is locked or restricted

Recommended Action Check the group-lock value in the group policy or the user attributes.

113041

Error Message `%FTD-4-113041: Redirect ACL configured for assigned IP does not exist on the device.`

Explanation An error occurred when the redirect URL was installed and the ACL was received from the ISE, but the redirect ACL does not exist on the Secure Firewall Threat Defense device.

- *assigned IP* —The IP address that is assigned to the client

Recommended Action Configure the redirect ACL on the Secure Firewall Threat Defense device.

113042

Error Message `%FTD-4-113042: CoA: Non-HTTP connection from src_if :src_ip /src_port to dest_if :dest_ip /dest_port for user username at client_IP denied by redirect filter; only HTTP connections are supported for redirection.`

Explanation For the CoA feature, the redirect ACL filter drops the matching non-HTTP traffic during the redirect processing and provides information about the terminated traffic flow.

- *src_if* , *src_ip* , *src_port* —The source interface, IP address, and port of the flow
- *dest_if* , *dest_ip* , *dest_port* —The destination interface, IP address, and port of the flow
- *username* —The name of the user
- *client_IP* —The IP address of the client

Recommended Action Validate the redirect ACL configuration on the Secure Firewall Threat Defense device. Make sure that the correct filter is used to match the traffic to redirect and does not block the flow that is intended to be allowed through.

Messages 114001 to 199027

This section includes messages from 114001 to 199027.

114001

Error Message `%FTD-1-114001: Failed to initialize 4GE SSM I/O card (error error_string ).`

Explanation The system failed to initialize a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- *syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114002

Error Message `%FTD-1-114002: Failed to initialize SFP in 4GE SSM I/O card (error error_string ).`

Explanation The system failed to initialize an SFP connector in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114003

Error Message `%FTD-1-114003: Failed to run cached commands in 4GE SSM I/O card (error error_string ).`

Explanation The system failed to run cached commands in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.

3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114004

Error Message `%FTD-6-114004: 4GE SSM I/O Initialization start.`

Explanation The user has been notified that a 4GE SSM I/O initialization is starting.

- >*syslog_id* —Message identifier

Recommended Action None required.

114005

Error Message `%FTD-6-114005: 4GE SSM I/O Initialization end.`

Explanation The user has been notified that an 4GE SSM I/O initialization is finished.

- >*syslog_id* —Message identifier

Recommended Action None required.

114006

Error Message `%FTD-3-114006: Failed to get port statistics in 4GE SSM I/O card (error` *`error_string`* `).`

Explanation The Secure Firewall Threat Defense device failed to obtain port statistics in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114007

Error Message `%FTD-3-114007: Failed to get current msr in 4GE SSM I/O card (error error_string ).`

Explanation The Secure Firewall Threat Defense device failed to obtain the current module status register information in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114008

Error Message `%FTD-3-114008: Failed to enable port after link is up in 4GE SSM I/O card due to either I2C serial bus access error or switch access error.`

Explanation The Secure Firewall Threat Defense device failed to enable a port after the link transition to Up state is detected in a 4GE SSM I/O card because of either an I2C serial bus access error or a switch access error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114009

Error Message `%FTD-3-114009: Failed to set multicast address in 4GE SSM I/O card (error error_string ).`

Explanation The Secure Firewall Threat Defense device failed to set the multicast address in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114010

Error Message `%FTD-3-114010: Failed to set multicast hardware address in 4GE SSM I/O card (error error_string ).`

Explanation The Secure Firewall Threat Defense device failed to set the multicast hardware address in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR
- I2C_CHKSUM_ERROR
- I2C_TIMEOUT_ERROR
- I2C_BUS_COLLISION_ERROR
- I2C_HOST_BUSY_ERROR
- I2C_UNPOPULATED_ERROR
- I2C_SMBUS_UNSUPPORT
- I2C_BYTE_COUNT_ERROR
- I2C_DATA_PTR_ERROR
- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114011

Error Message `%FTD-3-114011: Failed to delete multicast address in 4GE SSM I/O card (error` *`error_string`* `).`

Explanation The Secure Firewall Threat Defense device failed to delete the multicast address in a 4GE SSM I/O card because of either an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114012

Error Message `%FTD-3-114012: Failed to delete multicast hardware address in 4GE SSM I/O card (error error_string ).`

Explanation The Secure Firewall Threat Defense device failed to delete the multicast hardware address in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114013

Error Message `%FTD-3-114013: Failed to set mac address table in 4GE SSM I/O card (error error_string ).`

Explanation The Secure Firewall Threat Defense device failed to set the MAC address table in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114014

Error Message `%FTD-3-114014: Failed to set mac address in 4GE SSM I/O card (error error_string ).`

Explanation The Secure Firewall Threat Defense device failed to set the MAC address in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114015

Error Message `%FTD-3-114015: Failed to set mode in 4GE SSM I/O card (error error_string ).`

Explanation The Secure Firewall Threat Defense device failed to set individual or promiscuous mode in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier

- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114016

Error Message `%FTD-3-114016: Failed to set multicast mode in 4GE SSM I/O card (error error_string ).`

ExplanationThe Secure Firewall Threat Defense device failed to set the multicast mode in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.

2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114017

Error Message `%FTD-3-114017: Failed to get link status in 4GE SSM I/O card (error error_string ).`

ExplanationThe Secure Firewall Threat Defense device failed to obtain link status in a 4GE SSM I/O card because of an I2C serial bus access error or a switch access error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Notify the system administrator.
2. Log and review the messages and the errors associated with the event.
3. Reboot the software running on the Secure Firewall Threat Defense device.
4. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
5. If the problem persists, contact the Cisco TAC.

114018

Error Message `%FTD-3-114018: Failed to set port speed in 4GE SSM I/O card (error error_string ).`

Explanation The Secure Firewall Threat Defense device failed to set the port speed in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114019

Error Message `%FTD-3-114019: Failed to set media type in 4GE SSM I/O card (error` *`error_string`* `).`

ExplanationThe Secure Firewall Threat Defense device failed to set the media type in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114020

Error Message `%FTD-3-114020: Port link speed is unknown in 4GE SSM I/O card.`

ExplanationThe Secure Firewall Threat Defense device cannot detect the port link speed in a 4GE SSM I/O card.

Recommended Action Perform the following steps:

1. Log and review the messages associated with the event.
2. Reset the 4GE SSM I/O card and observe whether or not the software automatically recovers from the event.
3. If the software does not recover automatically, power cycle the device. When you turn off the power, make sure you wait several seconds before you turn the power on.
4. If the problem persists, contact the Cisco TAC.

114021

Error Message `%FTD-3-114021: Failed to set multicast address table in 4GE SSM I/O card due to` *`error`* `.`

ExplanationThe Secure Firewall Threat Defense device failed to set the multicast address table in the 4GE SSM I/O card because of either an I2C serial bus access error or a switch access error.

- **error**—A switch access error (a decimal error code) or an I2C serial bus error. Possible I2C serial bus errors include:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages associated with the event.
2. Try to reboot the Secure Firewall Threat Defense device.
3. If the software does not recover automatically, power cycle the device. When you turn off the power, make sure you wait several seconds before you turn the power on.
4. If the problem persists, contact the Cisco TAC.

114022

Error Message `%FTD-3-114022: Failed to pass broadcast traffic in 4GE SSM I/O card due to` *`error_string`*

ExplanationThe Secure Firewall Threat Defense device failed to pass broadcast traffic in the 4GE SSM I/O card because of a switch access error.

- *error_string* —A switch access error, which will be a decimal error code

Recommended Action Perform the following steps:

1. Log the message and errors surrounding the event.
2. Retrieve the ssm4ge_dump file from the compact flash, and send it to Cisco TAC.
3. Contact Cisco TAC with the information collected in Steps 1 and 2.

Note The 4GE SSM will be automatically reset and recover.

114023

Error Message `%FTD-3-114023: Failed to cache/flush mac table in 4GE SSM I/O card due to error_string .`

Explanation A failure to cache or flush the MAC table in a 4GE SSM I/O card occurred because of an I2C serial bus access error or a switch access error. This message rarely occurs.

- **error_string**— Either an I2C serial bus error (see the second bullet for possible values) or a switch access error (which is a decimal error code).
- I2C serial bus errors are as follows:

I2C_BUS_TRANSACTION_ERROR

I2C_CHKSUM_ERROR

I2C_TIMEOUT_ERROR

I2C_BUS_COLLISION_ERROR

I2C_HOST_BUSY_ERROR

I2C_UNPOPULATED_ERROR

I2C_SMBUS_UNSUPPORT

I2C_BYTE_COUNT_ERROR

I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log the syslog message and the errors surrounding the event.
2. Try to software reboot the Secure Firewall Threat Defense device.
3. Power cycle the Secure Firewall Threat Defense device.

Note When you turn off the power, make sure that you wait several seconds before powering on again. After you complete steps 1-3, if the problem persists, contact the Cisco TAC and provide the information described in step 1. You may need to RMA the Secure Firewall Threat Defense device.

115000

Error Message `%FTD-2-115000: Critical assertion in process: process name fiber: fiber name , component: component name , subcomponent: subcomponent name , file: filename , line: line number , cond: condition`

ExplanationThe critical assertion has gone off and is used during development in checked builds only, but never in production builds.

- **process name**— The name of the process
- *fiber name* —The name of the fiber
- *component name* —The name of the specified component
- *subcomponent name* —The name of the specified subcomponent
- *filename* —The name of the specified file
- *line number* —The line number for the specified line
- *condition* —The specified condition

Recommended Action A high priority defect should be filed, the reason for the assertion should be investigated, and the problem corrected.

115001

Error Message `%FTD-3-115001: Error in process: process name fiber: fiber name , component: component name , subcomponent: subcomponent name , file: filename , line: line number , cond: condition`

Explanation An error assertion has gone off and is used during development in checked builds only, but never in production builds.

- **process name**— The name of the process
- *fiber name* —The name of the fiber
- *component name* —The name of the specified component
- *subcomponent name* —The name of the specified subcomponent
- *filename* —The name of the specified file
- *line number* —The line number for the specified line
- *condition* —The specified condition

Recommended Action A defect should be filed, the reason for the assertion should be investigated, and the problem fixed.

115002

Error Message `%FTD-4-115002: Warning in process: process name fiber: fiber name , component: component name , subcomponent: subcomponent name , file: filename , line: line number , cond: condition`

Explanation A warning assertion has gone off and is used during development in checked builds only, but never in production builds.

- **process name**— The name of the process
- *fiber name* —The name of the fiber
- *component name* —The name of the specified component

- *subcomponent name* —The name of the specified subcomponent
- *filename* —The name of the specified file
- *line number* —The line number for the specified line
- *condition* —The specified condition

Recommended Action The reason for the assertion should be investigated and if a problem is found, a defect should be filed, and the problem corrected.

199001

Error Message `%FTD-5-199001: Reload command executed from Telnet (remote IP_address ).`

Explanation The address of the host that is initiating an Secure Firewall Threat Defense device reboot with the **reload** command has been recorded.

Recommended Action None required.

199002

Error Message `%FTD-6-199002: startup completed. Beginning operation.`

Explanation The Secure Firewall Threat Defense device finished its initial boot and the flash memory reading sequence, and is ready to begin operating normally.

Note You cannot block this message by using the no logging message command.

Recommended Action None required.

199003

Error Message `%FTD-6-199003: Reducing link MTU dec .`

Explanation The Secure Firewall Threat Defense device received a packet from the outside network that uses a larger MTU than the inside network. The Secure Firewall Threat Defense device then sent an ICMP message to the outside host to negotiate an appropriate MTU. The log message includes the sequence number of the ICMP message.

Recommended Action None required.

199005

Error Message `%FTD-6-199005: Startup begin`

Explanation The Secure Firewall Threat Defense device started.

Recommended Action None required.

199010

Error Message `%FTD-1-199010: Signal 11 caught in process/fiber(rtcli async executor process)/(rtcli async executor) at address 0xf132e03b, corrective action at 0xca1961a0`

Explanation The system has recovered from a serious error.

Recommended Action Contact the Cisco TAC.

199011

Error Message `%FTD-2-199011: Close on bad channel in process/fiber` *`process/fiber`* `, channel ID` *`p`* `, channel state` *`s process/fiber`* `name of the process/fiber that caused the bad channel close operation.`

Explanation An unexpected channel close condition has been detected.

- **p**—The channel ID
- *process/fiber* —The name of the process/fiber that caused the bad channel close operation
- **s**—The channel state

Recommended Action Contact the Cisco TAC and attach a log file.

199012

Error Message `%FTD-1-1199012: Stack overflow during new_stack_call in process/fiber` *`process/fiber`* `, call target` *`f`* `, stack size` *`s`* `,` *`process/fiber`* `name of the process/fiber that caused the stack overflow`

Explanation A stack overflow condition has been detected.

- **f**—The target of the new_stack_call
- *process/fiber* —The name of the process/fiber that caused the stack overflow
- **s**—The new stack size specified in new_stack_call

Recommended Action Contact the Cisco TAC and attach the log file.

199013

Error Message `%FTD-1-199013:` *`syslog`*

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The alert syslog passed verbatim from an external process

Recommended Action Contact the Cisco TAC.

199014

Error Message `%FTD-2-199014:` *`syslog`*

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The critical syslog passed verbatim from an external process

Recommended Action Contact the Cisco TAC.

199015

Error Message `%FTD-3-199015: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The error syslog passed verbatim from an external process

Recommended Action Contact the Cisco TAC.

199016

Error Message `%FTD-4-199016:` *syslog*

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The warning syslog passed verbatim from an external process

Recommended Action Contact the Cisco TAC.

199017

Error Message `%FTD-5-199017: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The notification syslog passed verbatim from an external process

Recommended Action None required.

199018

Error Message `%FTD-6-199018: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The informational syslog passed verbatim from an external process

Recommended Action None required.

199019

Error Message `%FTD-7-199019: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The debugging syslog passed verbatim from an external process

Recommended Action None required.

199020

Error Message `%FTD-2-199020: System memory utilization has reached X %. System will reload if memory usage reaches the configured trigger level of Y %.`

Explanation The system memory utilization has reached 80% of the system memory watchdog facility's configured value.

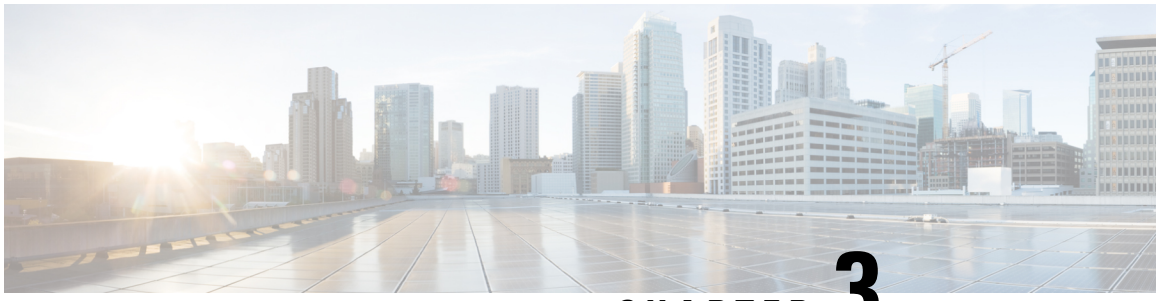
Recommended Action Reduce system memory utilization by reducing traffic load, removing traffic inspections, reducing the number of ACL entries, and so on. If a memory leak is suspected, contact Cisco TAC.

199021

Error Message `%FTD-1-199021: System memory utilization has reached the configured watchdog trigger level of Y %. System will now reload`

Explanation The system memory utilization has reached 100% of the system memory watchdog facility's configured value. The system will automatically reload.

Recommended Action Reduce system memory utilization by reducing traffic load, removing traffic inspections, reducing the number of ACL entries, and so on. If a memory leak is suspected, contact Cisco TAC.



CHAPTER 3

Syslog Messages 201002 to 219002

This chapter contains the following sections:

Messages 201002 to 210022

This chapter includes messages from 201002 to 210022.

201002

Error Message `%FTD-3-201002: Too many TCP connections on {static|xlate} global_address ! econns nconns`

Explanation The maximum number of TCP connections to the specified global address was exceeded.

- econns—The maximum number of embryonic connections
- nconns—The maximum number of connections permitted for the static or xlate global address

Recommended Action Use the **show static** or show nat command to check the limit imposed on connections to a static address. The limit is configurable.

201003

Error Message `%FTD-2-201003: Embryonic limit exceeded nconns/elimit for outside_address/outside_port (global_address ) inside_address /inside_port on interface interface_name`

Explanation The number of embryonic connections from the specified foreign address with the specified static global address to the specified local address exceeds the embryonic limit. When the limit on embryonic connections to the Secure Firewall Threat Defense device is reached, the Secure Firewall Threat Defense device attempts to accept them anyway, but puts a time limit on the connections. This situation allows some connections to succeed even if the Secure Firewall Threat Defense device is very busy. This message indicates a more serious overload than message 201002, which can be caused by a SYN attack, or by a very heavy load of legitimate traffic.

- nconns—The maximum number of embryonic connections received
- *elimit* —The maximum number of embryonic connections specified in the static or nat command

Recommended Action Use the show static command to check the limit imposed on embryonic connections to a static address.

201004

Error Message `%FTD-3-201004: Too many UDP connections on {static|xlate} global_address!udp connections limit`

Explanation The maximum number of UDP connections to the specified global address was exceeded.

- udp conn limit—The maximum number of UDP connections permitted for the static address or translation

Recommended Action Use the **show static** or show nat command to check the limit imposed on connections to a static address. You can configure the limit.

201005

Error Message `%FTD-3-201005: FTP data connection failed for IP_address IP_address`

Explanation The Secure Firewall Threat Defense device cannot allocate a structure to track the data connection for FTP because of insufficient memory.

Recommended Action Reduce the amount of memory usage or purchase additional memory.

201006

Error Message `%FTD-3-201006: RCMD backconnection failed for IP_address/port.`

Explanation The Secure Firewall Threat Defense device cannot preallocate connections for inbound standard output for **rsh** commands because of insufficient memory.

Recommended Action Check the **rsh** client version; the Secure Firewall Threat Defense device only supports the Berkeley **rsh** client version. You can also reduce the amount of memory usage, or purchase additional memory.

201008

Error Message `%FTD-3-201008: Disallowing new connections.`

Explanation You have enabled TCP system log messaging and the syslog server cannot be reached.

Recommended Action Disable TCP syslog messaging. Also, make sure that the syslog server is up and you can ping the host from the Secure Firewall Threat Defense console. Then restart TCP system message logging to allow traffic.

201009

Error Message `%FTD-3-201009: TCP connection limit of number for host IP_address on interface_name exceeded`

Explanation The maximum number of connections to the specified static address was exceeded.

- number—The maximum of connections permitted for the host

- **IP_address**—The host IP address
- *interface_name*— The name of the interface to which the host is connected

Recommended Action Use the show static and show nat commands to check the limit imposed on connections to an address. The limit is configurable.

201010

Error Message `%FTD-6-201010: Embryonic connection limit exceeded econns/limit for dir packet from source_address/source_port to dest_address/dest_port on interface interface_name`

Explanation An attempt to establish a TCP connection failed because of an exceeded embryonic connection limit, which was configured with the **set connection embryonic-conn-max** MPC command for a traffic class.

To reduce the impact of anomalous incoming traffic on ASA's different management or data interfaces and protocols, the interfaces are configured with a default embryonic limit of 100. This syslog message appears when the embryonic connections to ASA interface exceeds 100. This default value cannot be modified or disabled.

- **econns**—The current count of embryonic connections associated to the configured traffic class
- **limit**—The configured embryonic connection limit for the traffic class
- **dir**—input: The first packet that initiates the connection is an input packet on the interface **interface_name** output: The first packet that initiates the connection is an output packet on the interface **interface_name**
- *source_address/source_port* —The source real IP address and the source port of the packet initiating the connection
- *dest_address/dest_port* —The destination real IP address and the destination port of the packet initiating the connection
- **interface_name**—The name of the interface on which the policy limit is enforced

Recommended Action None required.

201011

Error Message `%FTD-3-201011: Connection limit exceeded cnt /limit for dir packet from sip /sport to dip /dport on interface if_name .`

Explanation A new connection through the Secure Firewall Threat Defense device resulted in exceeding at least one of the configured maximum connection limits. This message applies both to connection limits configured using a **static** command, or to those configured using Cisco Modular Policy Framework. The new connection will not be allowed through the Secure Firewall Threat Defense device until one of the existing connections is torn down, which brings the current connection count below the configured maximum.

- *cnt* —Current connection count
- *limit* —Configured connection limit
- *dir* —Direction of traffic, inbound or outbound
- *sip* —Source real IP address
- *sport* —Source port
- *dip* —Destination real IP address
- *dpor* t—Destination port
- *if_name* —Name of the interface on which the traffic was received

Recommended Action None required.

201012

Error Message `%FTD-6-201012: Per-client embryonic connection limit exceeded curr num /limit for [input|output] packet from IP_address / port to ip /port on interface interface_name`

Explanation An attempt to establish a TCP connection failed because the per-client embryonic connection limit was exceeded. By default, this message is rate limited to 1 message every 10 seconds.

- **curr num**—The current number
- **limit**—The configured limit
- [input|output]—Input or output packet on interface **interface_name**
- **IP_address**—Real IP address
- **port**—TCP or UDP port
- **interface_name**—The name of the interface on which the policy is applied

Recommended Action When the limit is reached, any new connection request will be proxied by the Secure Firewall Threat Defense device to prevent a SYN flood attack. The Secure Firewall Threat Defense device will only connect to the server if the client is able to finish the three-way handshake. This usually does not affect the end user or the application. However, if this creates a problem for any application that has a legitimate need for a higher number of embryonic connections, you can adjust the setting by entering the **set connection per-client-embryonic-max** command.

201013

Error Message `%FTD-3-201013: Per-client connection limit exceeded curr num /limit for [input|output] packet from ip /port to ip /port on interface interface_name`

Explanation A connection was rejected because the per-client connection limit was exceeded.

- **curr num**—The current number
- **limit**—The configured limit
- [input|output]—The input or output packet on interface **interface_name**
- **ip**—The real IP address
- **port**—The TCP or UDP port
- **interface_name**—The name of the interface on which the policy is applied

Recommended Action When the limit is reached, any new connection request will be silently dropped. Normally an application will retry the connection, which will cause a delay or even a timeout if all retries also fail. If an application has a legitimate need for a higher number of concurrent connections, you can adjust the setting by entering the **set connection per-client-max** command.

202010

(With flow) **Error Message** `%FTD-3-202010: [NAT | PAT] pool exhausted in pool pool-name IP ip_address, port range [1-511 | 512-1023 | 1024-65535]. Unable to create protocol connection from in-interface :src-ip /src-port to out-interface :dst-ip /dst-port`

(Without flow) **Error Message** `%FTD-3-202010: [NAT | PAT] pool exhausted in pool pool-name IP ip_address. Unable to create connection.`

Explanation

- *pool-name* —The name of the NAT or PAT pool. If the interface PAT or mapped IP is a raw address, pool name is logged as empty string ("").
- *protocol* —The protocol used to create the connection
- *in-interface* —The ingress interface
- *src-ip* —The source IP address
- *src-port* —The source port
- *out-interface* —The egress interface
- *dest-ip* —The destination IP address
- *dst-port* —The destination port

The Secure Firewall Threat Defense device has no more address translation pools available.

Recommended Action Use the **show nat pool** and **show nat detail** commands to determine why all addresses and ports in the pool are used up. If this occurs under normal conditions, then add additional IP addresses to the NAT/PAT pool.

202016

Error Message `%FTD-3-202016: "%d: Unable to pre-allocate SIP %s secondary channel for message" \ "from %s:%A/%d to %s:%A/%d with PAT and missing port information.\n"`

Explanation

When SIP application generates an SDP payload with Media port set to 0, you cannot allocate a PAT xlate for such invalid port request and drop the packet with this syslog.

Recommended Action None. This is an application specific issue.

208005

Error Message `%FTD-3-208005: (function:line_num) clear command return code`

Explanation The Secure Firewall Threat Defense device received a nonzero value (an internal error) when attempting to clear the configuration in flash memory. The message includes the reporting subroutine filename and line number.

Recommended Action For performance reasons, the end host should be configured not to inject IP fragments. This configuration change is probably because of NFS. Set the read and write size equal to the interface MTU for NFS.

209003

Error Message `%FTD-4-209003: Fragment database limit of number exceeded: src = source_address , dest = dest_address , proto = protocol , id = number`

Explanation Too many IP fragments are currently awaiting reassembly. By default, the maximum number of fragments is 200 (to raise the maximum, see the **fragment size** command in the command reference guide). The Secure Firewall Threat Defense device limits the number of IP fragments that can be concurrently reassembled. This restriction prevents memory depletion at the Secure Firewall Threat Defense device under abnormal network conditions. In general, fragmented traffic should be a small percentage of the total traffic mix. An exception is in a network environment with NFS over UDP where a large percentage is fragmented traffic; if this type of traffic is relayed through the Secure Firewall Threat Defense device, consider using NFS

over TCP instead. To prevent fragmentation, see the **sysopt connection tcpmss bytes** command in the command reference guide.

Recommended Action If this message persists, a denial of service (DoS) attack might be in progress. Contact the remote peer administrator or upstream provider.

209004

Error Message `%FTD-4-209004: Invalid IP fragment, size = bytes exceeds maximum size = bytes : src = source_address , dest = dest_address , proto = protocol , id = number`

Explanation An IP fragment is malformed. The total size of the reassembled IP packet exceeds the maximum possible size of 65,535 bytes.

Recommended Action A possible intrusion event may be in progress. If this message persists, contact the remote peer administrator or upstream provider.

209005

Error Message `%FTD-4-209005: Discard IP fragment set with more than number elements: src = Too many elements are in a fragment set.`

Explanation The Secure Firewall Threat Defense device disallows any IP packet that is fragmented into more than 24 fragments. For more information, see the **fragment** command in the command reference guide.

Recommended Action A possible intrusion event may be in progress. If the message persists, contact the remote peer administrator or upstream provider. You can change the number of fragments per packet by using the **fragment chain xxx interface_name** command.

209006

Error Message `%FTD-4-209006: Fragment queue threshold exceeded, dropped protocol fragment from IP address/port to IP address/port on outside interface.`

Explanation The Secure Firewall Threat Defense device drops the fragmented packets when the fragment database threshold, that is 2/3 of the queue size per interface, has exceeded.

Recommended Action None required.

210001

Error Message `%FTD-3-210001: LU sw_module_name error = number`

Explanation A Stateful Failover error occurred.

Recommended Action If this error persists after traffic lessens through the Secure Firewall Threat Defense device, report this error to the Cisco TAC.

210002

Error Message `%FTD-3-210002: LU allocate block (bytes ) failed.`

Explanation Stateful Failover cannot allocate a block of memory to transmit stateful information to the standby Secure Firewall Threat Defense device.

Recommended Action Check the failover interface using the **show interface** command to make sure its transmit is normal. Also check the current block memory using the **show block** command. If current available count is 0 within any of the blocks of memory, then reload the Secure Firewall Threat Defense software to recover the lost blocks of memory.

210003

Error Message `%FTD-3-210003: Unknown LU Object number`

Explanation Stateful Failover received an unsupported Logical Update object and was unable to process it. This can be caused by corrupted memory, LAN transmissions, and other events.

Recommended Action If you see this error infrequently, then no action is required. If this error occurs frequently, check the Stateful Failover link LAN connection. If the error was not caused by a faulty failover link LAN connection, determine if an external user is trying to compromise the protected network. Also check for misconfigured clients.

210005

Error Message `%FTD-3-210005: LU allocate secondary (optional ) connection failed for protocol [TCP |UDP ] connection from ingress interface name :Real IP Address /Real Port to egress interface name :Real IP Address /Real Port`

Explanation Stateful Failover cannot allocate a new connection on the standby unit. This may be caused by little or no RAM memory available within the Secure Firewall Threat Defense device.

Note The *secondary* field in the syslog message is optional and appears only if the connection is a secondary connection.

Recommended Action Check the available memory using the **show memory** command to make sure that the Secure Firewall Threat Defense device has free memory. If there is no available memory, add more physical memory to the Secure Firewall Threat Defense device.

210006

Error Message `%FTD-3-210006: LU look NAT for IP_address failed`

Explanation Stateful Failover was unable to locate a NAT group for the IP address on the standby unit. The active and standby Secure Firewall Threat Defense devices may be out-of-sync with each other.

Recommended Action Use the **write standby** command on the active unit to synchronize system memory with the standby unit.

210007

Error Message `%FTD-3-210007: LU allocate xlate failed for type [static | dynamic ]-[NAT | PAT ] secondary(optional) protocol translation from ingress interface name :Real IP Address`

/real port (*Mapped IP Address /Mapped Port*) to *egress interface name* :*Real IP Address /Real Port* (*Mapped IP Address /Mapped Port*)

Explanation Stateful Failover failed to allocate a translation slot record.

Recommended Action Check the available memory by using the **show memory** command to make sure that the Secure Firewall Threat Defense device has free memory available. If no memory is available, add more memory.

210008

Error Message `%FTD-3-210008: LU no xlate for inside_address /inside_port outside_address /outside_port`

Explanation The Secure Firewall Threat Defense device cannot find a translation slot record for a Stateful Failover connection; as a result, the Secure Firewall Threat Defense device cannot process the connection information.

Recommended Action Use the **write standby** command on the active unit to synchronize system memory between the active and standby units.

210010

Error Message `%FTD-3-210010: LU make UDP connection for outside_address :outside_port inside_address :inside_port failed`

Explanation Stateful Failover was unable to allocate a new record for a UDP connection.

Recommended Action Check the available memory by using the **show memory** command to make sure that the Secure Firewall Threat Defense device has free memory available. If no memory is available, add more memory.

210020

Error Message `%FTD-3-210020: LU PAT port port reserve failed`

Explanation Stateful Failover is unable to allocate a specific PAT address that is in use.

Recommended Action Use the **write standby** command on the active unit to synchronize system memory between the active and standby units.

210021

Error Message `%FTD-3-210021: LU create static xlate global_address ifc interface_name failed`

Explanation Stateful Failover is unable to create a translation slot.

Recommended Action Enter the **write standby** command on the active unit to synchronize system memory between the active and standby units.

210022

Error Message `%FTD-6-210022: LU missed number updates`

Explanation Stateful Failover assigns a sequence number for each record sent to the standby unit. When a received record sequence number is out of sequence with the last updated record, the information in between is assumed to be lost, and this error message is sent as a result.

Recommended Action Unless LAN interruptions occur, check the available memory on both Secure Firewall Threat Defense units to ensure that enough memory is available to process the stateful information. Use the **show failover** command to monitor the quality of stateful information updates.

Messages 211001 to 219002

This chapter includes messages from 211001 to 219002.

211001

Error Message `%FTD-3-211001: Memory allocation Error`

Explanation The Secure Firewall Threat Defense device failed to allocate RAM system memory.

Recommended Action If this message occurs periodically, it can be ignored. If it repeats frequently, contact the Cisco TAC.

211003

Error Message `%FTD-3-211003: Error in computed percentage CPU usage value`

Explanation The percentage of CPU usage is greater than 100 percent.

Recommended Action If this message occurs periodically, it can be ignored. If it repeats frequently, contact the Cisco TAC.

211004

Error Message `%FTD-1-211004: WARNING: Minimum Memory Requirement for ASA version` *`ver`* `not met for ASA image.` *`min`* `MB required,` *`actual`* `MB found.`

Explanation The Secure Firewall Threat Defense device does not meet the minimum memory requirements for this version.

- **ver**—Running image version number
- **min**—Minimum required amount of RAM to run the installed image.
- **actual**—Amount of RAM currently installed in the system

Recommended Action Install the required amount of RAM.

212001

Error Message `%FTD-3-212001: Unable to open SNMP channel (UDP port` *`port`* `) on interface` *`interface_number`* `, error code =` *`code`*

Explanation The Secure Firewall Threat Defense device is unable to receive SNMP requests destined for the Secure Firewall Threat Defense device from SNMP management stations located on this interface. The SNMP

traffic passing through the Secure Firewall Threat Defense device on any interface is not affected. The error codes are as follows:

- An error code of -1 indicates that the Secure Firewall Threat Defense device cannot open the SNMP transport for the interface. This can occur when the user attempts to change the port on which SNMP accepts queries to one that is already in use by another feature. In this case, the port used by SNMP will be reset to the default port for incoming SNMP queries (UDP 161).
- An error code of -2 indicates that the Secure Firewall Threat Defense device cannot bind the SNMP transport for the interface.

Recommended Action After the Secure Firewall Threat Defense device reclaims some of its resources when traffic is lighter, reenter the snmp-server host command for that interface.

212002

Error Message `%FTD-3-212002: Unable to open SNMP trap channel (UDP port` *`port`* `) on interface` *`interface_number`* `, error code =` *`code`*

Explanation The Secure Firewall Threat Defense device is unable to send its SNMP traps from the Secure Firewall Threat Defense device to SNMP management stations located on this interface. The SNMP traffic passing through the Secure Firewall Threat Defense device on any interface is not affected. The error codes are as follows:

- An error code of -1 indicates that the Secure Firewall Threat Defense device cannot open the SNMP trap transport for the interface.
- An error code of -2 indicates that the Secure Firewall Threat Defense device cannot bind the SNMP trap transport for the interface.
- An error code of -3 indicates that the Secure Firewall Threat Defense device cannot set the trap channel as write-only.

Recommended Action After the Secure Firewall Threat Defense device reclaims some of its resources when traffic is lighter, reenter the snmp-server host command for that interface.

212003

Error Message `%FTD-3-212003: Unable to receive an SNMP request on interface` *`interface_number`* `, error code =` *`code`* `, will try again.`

Explanation An internal error occurred in receiving an SNMP request destined for the Secure Firewall Threat Defense device on the specified interface. The error codes are as follows:

- An error code of -1 indicates that the Secure Firewall Threat Defense device cannot find a supported transport type for the interface.
- An error code of -5 indicates that the Secure Firewall Threat Defense device received no data from the UDP channel for the interface.
- An error code of -7 indicates that the Secure Firewall Threat Defense device received an incoming request that exceeded the supported buffer size.
- An error code of -14 indicates that the Secure Firewall Threat Defense device cannot determine the source IP address from the UDP channel.
- An error code of -22 indicates that the Secure Firewall Threat Defense device received an invalid parameter.

Recommended Action None required. The Secure Firewall Threat Defense SNMP agent goes back to wait for the next SNMP request.

212004

Error Message `%FTD-3-212004: Unable to send an SNMP response to IP Address IP_address Port port interface interface_number , error code = code`

Explanation An internal error occurred in sending an SNMP response from the Secure Firewall Threat Defense device to the specified host on the specified interface. The error codes are as follows:

- An error code of -1 indicates that the Secure Firewall Threat Defense device cannot find a supported transport type for the interface.
- An error code of -2 indicates that the Secure Firewall Threat Defense device sent an invalid parameter.
- An error code of -3 indicates that the Secure Firewall Threat Defense device was unable to set the destination IP address in the UDP channel.
- An error code of -4 indicates that the Secure Firewall Threat Defense device sent a PDU length that exceeded the supported UDP segment size.
- An error code of -5 indicates that the Secure Firewall Threat Defense device was unable to allocate a system block to construct the PDU.

Recommended Action None required.

212005

Error Message `%FTD-3-212005: incoming SNMP request (number bytes) on interface interface_name exceeds data buffer size, discarding this SNMP request.`

Explanation The length of the incoming SNMP request that is destined for the Secure Firewall Threat Defense device exceeds the size of the internal data buffer (512 bytes) used for storing the request during internal processing. The Secure Firewall Threat Defense device is unable to process this request. The SNMP traffic passing through the Secure Firewall Threat Defense device on any interface is not affected.

Recommended Action Have the SNMP management station resend the request with a shorter length. For example, instead of querying multiple MIB variables in one request, try querying only one MIB variable in a request. You may need to modify the configuration of the SNMP manager software.

212006

Error Message `%FTD-3-212006: Dropping SNMP request from src_addr /src_port to ifc :dst_addr /dst_port because: reason username`

Explanation The Secure Firewall Threat Defense device cannot process the SNMP request being sent to it for the following reasons:

- user not found—The username cannot be located in the local SNMP user database.
- username exceeds maximum length—The username embedded in the PDU exceeds the maximum length allowed by the SNMP RFCs.
- authentication algorithm failure—An authentication failure caused by an invalid password or a packet authenticated using the incorrect algorithm.
- privacy algorithm failure—A privacy failure caused by an invalid password or a packet encrypted using the incorrect algorithm.

- error decrypting request—An error occurred in the platform crypto module decrypting the user request.
- error encrypting response—An error occurred in the platform crypto module encrypting the user response or trap notification.
- engineBoots has reached maximum value—The engineBoots variable has reached the maximum allowed value. For more information, see message 212011.

Note The username appears after each reason listed.

Recommended Action Check the Secure Firewall Threat Defense SNMP server settings and confirm that the NMS configuration is using the expected user, authentication, and encryption settings. Enter the **show crypto accelerator statistics** command to isolate errors in the platform crypto module.

212009

Error Message `%FTD-5-212009: Configuration request for SNMP group groupname failed. User username , reason .`

Explanation A user has tried to change the SNMP server group configuration. One or more users that refer to the group have insufficient settings to comply with the requested group changes.

- **groupname**—A string that represents the group name
- *username* —A string that represents the username
- **reason**—A string that represents one of the following reasons:

- *missing auth-password* —A user has tried to add authentication to the group, and the user has not specified an authentication password

- *missing priv-password* —A user has tried to add privacy to the group, and the user has not specified an encryption password

- *reference group intended for removal* —A user has tried to remove a group that has users belonging to it

Recommended Action The user must update the indicated user configurations before changing the group or removing indicated users, and then add them again after making changes to the group.

212010

Error Message `%FTD-3-212010: Configuration request for SNMP user %s failed. Host %s reason .`

Explanation A user has tried to change the SNMP server user configuration by removing one or more hosts that reference the user. One message is generated per host.

- **%s**—A string that represents the username or hostname
- *reason* —A string the represents the following reason:

- *references user intended for removal*— The name of the user to be removed from the host.

Recommended Action The user must either update the indicated host configuration before changing a user or remove the indicated hosts, then add them again after making changes to the user.

212011

Error Message `%FTD-3-212011: SNMP engineBoots is set to maximum value. Reason : %s User intervention necessary.`

For example:

```
%FTD-3-212011: SNMP engineBoots is set to maximum value. Reason: error accessing persistent
 data. User intervention necessary.
```

Explanation The device has rebooted 214783647 times, which is the maximum allowed value of the engineBoots variable, or an error reading the persistent value from flash memory has occurred. The engineBoots value is stored in flash memory in the flash:/snmp/*ctx-name* file, where *ctx-name* is the name of the context. In single mode, the name of this file is flash:/snmp/single_vf. In multi-mode, the name of the file for the admin context is flash:/snmp/admin. During a reboot, if the device is unable to read from the file or write to the file, the engineBoots value is set to the maximum.

- **%s**—A string that represents the reason that the engineBoots value is set to the maximum allowed value. The two valid strings are "device reboots" and "error accessing persistent data."

Recommended Action For the first string, the administrator must delete all SNMP Version 3 users and add them again to reset the engineBoots variable to 1. All subsequent Version 3 queries will fail until all users have been removed. For the second string, the administrator must delete the context-specific file, then delete all SNMP Version users, and add them again to reset the engineBoots variable to 1. All subsequent Version 3 queries will fail until all users have been removed.

212012

Error Message `%FTD-3-212012: Unable to write SNMP engine data to persistent storage.`

Explanation The SNMP engine data is written to the file, flash:/snmp/*context-name* . For example: in single mode, the data is written to the file, flash:/snmp/single_vf. In the admin context in multi-mode, the file is written to the directory, flash:/snmp/admin. The error may be caused by a failure to create the flash:/snmp directory or the flash:/snmp/*context-name* file. The error may also be caused by a failure to write to the file.

Recommended Action The system administrator should remove the flash:/snmp/*context-name* file, then remove all SNMP Version 3 users, and add them again. This procedure should recreate the flash:/snmp/*context-name* file. If the problem persists, the system administrator should try reformatting the flash.

214001

Error Message `%FTD-2-214001: Terminating manager session from IP_address on interface interface_name . Reason: incoming encrypted data (number bytes) longer than number bytes`

Explanation An incoming encrypted data packet destined for the Secure Firewall Threat Defense management port indicates a packet length exceeding the specified upper limit. This may be a hostile event. The Secure Firewall Threat Defense device immediately terminates this management connection.

Recommended Action Ensure that the management connection was initiated by Cisco Secure Policy Manager.

215001

Error Message `%FTD-2-215001:Bad route_compress() call, sdb = number`

Explanation An internal software error occurred.

Recommended Action Contact the Cisco TAC.

216001

Error Message `%FTD-n-216001: internal error in: function : message`

Explanation Various internal errors have occurred that should not appear during normal operation. The severity level varies depending on the cause of the message.

- **n—**The message severity
- **function—**The affected component
- **message—**A message describing the cause of the problem

Recommended Action Search the Bug Toolkit for the specific text message and try to use the Output Interpreter to resolve the problem. If the problem persists, contact the Cisco TAC.

216002

Error Message `%FTD-3-216002: Unexpected event (major: major_id , minor: minor_id ) received by task_string in function at line: line_num`

Explanation A task registers for event notification, but the task cannot handle the specific event. Events that can be watched include those associated with queues, booleans, and timer services. If any of the registered events occur, the scheduler wakes up the task to process the event. This message is generated if an unexpected event woke up the task, but it does not know how to handle the event.

If an event is left unprocessed, it can wake up the task very often to make sure that it is processed, but this should not occur under normal conditions. If this message appears, it does not necessarily mean the device is unusable, but something unusual has occurred and needs to be investigated.

- *major_id* —Event identifier
- *minor_id* — Event identifier
- *task_string* —Custom string passed by the task to identify itself
- *function* —The function that received the unexpected event
- *line_num* —Line number in the code

Recommended Action If the problem persists, contact the Cisco TAC.

216003

Error Message `%FTD-3-216003: Unrecognized timer timer_ptr , timer_id received by task_string in function at line: line_num`

Explanation An unexpected timer event woke up the task, but the task does not know how to handle the event. A task can register a set of timer services with the scheduler. If any of the timers expire, the scheduler wakes up the task to take action. This message is generated if the task is awakened by an unrecognized timer event.

An expired timer, if left unprocessed, wakes up the task continuously to make sure that it is processed, and this is undesirable. This should not occur under normal conditions. If this message appears, it does not necessarily mean the device is unusable, but something unusual has occurred and needs to be investigated.

- *timer_ptr* —Pointer to the timer
- *timer_id* —Timer identifier
- *task_string* —Custom string passed by the task to identify itself
- *function* —The function that received the unexpected event
- *line_num* —Line number in the code

Recommended Action If the problem persists, contact the Cisco TAC.

216004

Error Message `%FTD-4-216004:prevented: error in function at file (line ) - stack trace`

Explanation An internal logic error has occurred, which should not occur during normal operation.

- *error* —Internal logic error. Possible errors include the following:

- Exception

- Dereferencing null pointer

- Array index out of bounds

- Invalid buffer size

- Writing from input

- Source and destination overlap

- Invalid date

- Access offset from array indices

- *function* —The calling function that generated the error
- *file(line)* —The file and line number that generated the error
- *stack trace* —Full call stack traceback, starting with the calling function. For example: (“0x001010a4 0x00304e58 0x00670060 0x00130b04”)

Recommended Action If the problem persists, contact the Cisco TAC.

217001

Error Message `%FTD-2-217001: No memory for string in string`

Explanation An operation failed because of low memory.

Recommended Action If sufficient memory exists, then send the error message, the configuration, and any details about the events leading up to the error to the Cisco TAC.

218001

Error Message `%FTD-2-218001: Failed Identification Test in slot# [fail #/res ].`

Explanation The module in **slot#** of the Secure Firewall Threat Defense device cannot be identified as a genuine Cisco product. Cisco warranties and support programs apply only to genuine Cisco products. If Cisco determines that the cause of a support issue is related to non-Cisco memory, SSM modules, SSC modules, or other modules, Cisco may deny support under your warranty or under a Cisco support program such as SmartNet.

Recommended Action If this message recurs, copy it exactly as it appears on the console or in the system log. Research and try to resolve the error using the Output Interpreter. Also perform a search with the Bug Toolkit. If the problem persists, contact the Cisco TAC.

218002

Error Message `%FTD-2-218002: Module (slot# ) is a registered proto-type for Cisco Lab use only, and not certified for live network operation.`

Explanation The hardware in the specified location is a prototype module that came from a Cisco lab.

Recommended Action If this message reoccurs, copy it exactly as it appears on the console or in the system log. Research and try to resolve the error using the Output Interpreter. Also perform a search with the Bug Toolkit. If the problem persists, contact the Cisco TAC.

218003

Error Message `%FTD-2-218003: Module Version in slot# is obsolete. The module in slot = slot# is obsolete and must be returned via RMA to Cisco Manufacturing. If it is a lab unit, it must be returned to Proto Services for upgrade.`

Explanation Obsolete hardware has been detected or the **show module** command has been run for the module. This message is generated once per minute after it first appears.

Recommended Action If this message recurs, copy it exactly as it appears on the console or in the system log. Research and try to resolve the error using the Output Interpreter. Also perform a search with the Bug Toolkit. If the problem persists, contact the Cisco TAC.

218004

Error Message `%FTD-2-218004: Failed Identification Test in slot# [fail# /res ]`

Explanation A problem occurred while identifying hardware in the specified location.

Recommended Action If this message recurs, copy it exactly as it appears on the console or in the system log. Research and try to resolve the error using the Output Interpreter. Also perform a search with the Bug Toolkit. If the problem persists, contact the Cisco TAC.

218005

Error Message `%FTD-2-218005: Inconsistency detected in the system information programmed in non-volatile memory`

Explanation System information programmed in non-volatile memory is not consistent. This syslog will be generated during bootup if Secure Firewall Threat Defense device detects that the contents of the IDPROM are not identical to the contents of ACT2 EEPROM. Since the IDPROM and ACT2 EEPROM are programmed

with exactly the same contents in manufacturing, this would happen either due to an error in manufacturing or if the IDPROM contents are tampered with.

Recommended Action If the message recurs, collect the output of the show tech-support command and contact Cisco TAC.

219002

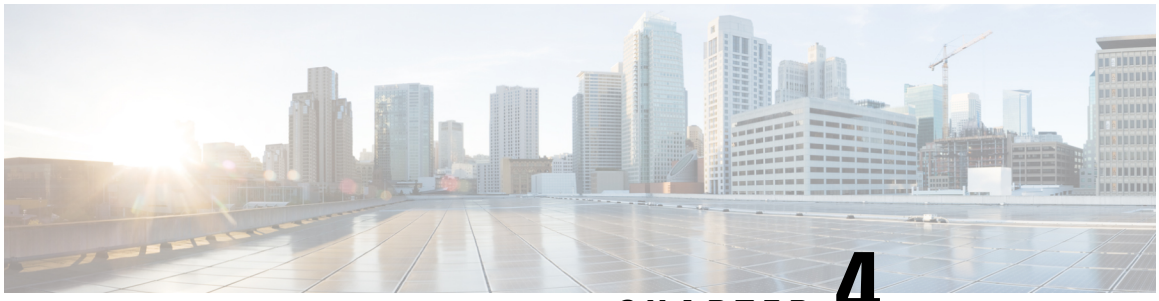
Error Message `%FTD-3-219002: I2C_API_name error, slot = slot_number , device = device_number , address = address , byte count = count . Reason: reason_string`

Explanation The I2C serial bus API has failed because of a hardware or software problem.

- *I2C_API_name* —The I2C API that failed, which can be one of the following:
  - I2C_read_byte_w_wait()
  - I2C_read_word_w_wait()
  - I2C_read_block_w_wait()
  - I2C_write_byte_w_wait()
  - I2C_write_word_w_wait()
  - I2C_write_block_w_wait()
  - I2C_read_byte_w_suspend()
  - I2C_read_word_w_suspend()
  - I2C_read_block_w_suspend()
  - I2C_write_byte_w_suspend()
  - I2C_write_word_w_suspend()
  - I2C_write_block_w_suspend()
- *slot_number* —The hexadecimal number of the slot where the I/O operation that generated the message occurred. The slot number cannot be unique to a slot in the chassis. Depending on the chassis, two different slots might have the same I2C slot number. Also, the value is not necessarily less than or equal to the number of slots. The value depends on the way the I2C hardware is wired.
- *device_number* —The hexadecimal number of the device on the slot for which the I/O operation was performed
- *address* —The hexadecimal address of the device on which the I/O operation occurred
- *byte_count* —The byte count in decimal format of the I/O operation
- *error_string* —The reason for the error, which can be one of the following:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event. If the message does not occur continuously and disappears after a few minutes, it might be because the I2C serial bus is busy.
2. Reboot the software running on the Secure Firewall Threat Defense device.
3. Power cycle the device. When you turn off the power, make sure that you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.



CHAPTER 4

Syslog Messages 302003 to 341011

This chapter contains the following sections:

Messages 302003 to 319004

This chapter includes messages from 302003 to 319004 .

302003

Error Message `%FTD-6-302003: Built H245 connection for foreign_address` *`outside_address /outside_port`* `local_address` *`inside_address /inside_port`*

Explanation An H.245 connection has been started from the **outside_address** to the **inside_address**. The Secure Firewall Threat Defense device has detected the use of an Intel Internet Phone. The foreign port (*outside_port*) only appears on connections from outside the Secure Firewall Threat Defense device. The local port value (*inside_port*) only appears on connections that were started on an internal interface.

Recommended Action None required.

302004

Error Message `%FTD-6-302004: Pre-allocate H323 UDP backconnection for foreign_address` *`outside_address /outside_port`* `to local_address` *`inside_address /inside_port`*

Explanation An H.323 UDP back connection has been preallocated to the foreign address (**outside_address)** from the local address (**inside_address)**. The Secure Firewall Threat Defense device has detected the use of an Intel Internet Phone. The foreign port (**outside_port**) only appears on connections from outside the Secure Firewall Threat Defense device. The local port value (**inside_port**) only appears on connections that were started on an internal interface.

Recommended Action None required.

302010

Error Message `%FTD-6-302010:` *`connections`* `in use,` *`connections`* `most used`

Explanation Provides information on the number of connections that are in use and most used.

- **connections**—The number of connections

Recommended Action None required.

302012

Error Message `%FTD-6-302012: Pre-allocate H225 Call Signalling Connection for faddr IP_address /port to laddr IP_address`

Explanation An H.225 secondary channel has been preallocated.

Recommended Action None required.

302013

Error Message `%FTD-6-302013: Built {inbound|outbound} [Probe] TCP connection_id for interface :real-address /real-port (mapped-address/mapped-port ) [(idfw_user )] to interface :real-address /real-port (mapped-address/mapped-port ) [(idfw_user )] [(user )]`

Explanation A TCP connection slot between two hosts was created.

- **probe**—Indicates the TCP connection is a probe connection
- **connection_id** —A unique identifier
- **interface**, **real-address**, **real-port—**The actual sockets
- **mapped-address, mapped-port**—The mapped sockets
- **user**—The AAA name of the user
- **idfw_user**—The name of the identity firewall user

If inbound is specified, the original control connection was initiated from the outside. For example, for FTP, all data transfer channels are inbound if the original control channel is inbound. If outbound is specified, the original control connection was initiated from the inside.

Recommended Action None required.

302014

Error Message `%FTD-6-302014: Teardown [Probe] TCP connection id for interface :real-address /real-port [(idfw_user )] to interface :real-address /real-port [(idfw_user )] duration hh:mm:ss bytes bytes [reason [from teardown-initiator]] [(user )]`

Explanation A TCP connection between two hosts was deleted. The following list describes the message values:

- **probe**—Indicates the TCP connection is a probe connection
- **id** —A unique identifier
- **interface, real-address, real-port**—The actual socket
- **duration**—The lifetime of the connection
- **bytes**— The data transfer of the connection

- **User**—The AAA name of the user
- **idfw_user** —The name of the identity firewall user
- **reason**—The action that causes the connection to terminate. Set the **reason** variable to one of the TCP termination reasons listed in the following table.
- **teardown-initiator**—Interface name of the side that initiated the teardown.

Table 13: TCP Termination Reasons

Reason	Description
Conn-timeout	The connection ended when a flow is closed because of the expiration of its inactivity timer.
Deny Terminate	Flow was terminated by application inspection.
Failover primary closed	The standby unit in a failover pair deleted a connection because of a message received from the active unit.
FIN Timeout	Force termination after 10 minutes awaiting the last ACK or after half-closed timeout.
Flow closed by inspection	Flow was terminated by the inspection feature.
Flow terminated by IPS	Flow was terminated by IPS.
Flow reset by IPS	Flow was reset by IPS.
Flow terminated by TCP Intercept	Flow was terminated by TCP Intercept.
Flow timed out	Flow has timed out.
Flow timed out with reset	Flow has timed out, but was reset.
Flow is a loopback	Flow is a loopback.
Free the flow created as result of packet injection	The connection was built because the packet tracer feature sent a simulated packet through the Secure Firewall Threat Defense device.
Invalid SYN	The SYN packet was not valid.
IPS fail-close	Flow was terminated because the IPS card is down.
No interfaces associated with zone	Flows were torn down after the “no nameif” or “no zone-member” leaves a zone with no interface members.
No valid adjacency	This counter is incremented when the Secure Firewall Threat Defense device tried to obtain an adjacency and could not obtain the MAC address for the next hop. The packet is dropped.

Reason	Description
Pinhole Timeout	The counter is incremented to report that the Secure Firewall Threat Defense device opened a secondary flow, but no packets passed through this flow within the timeout interval, and so it was removed. An example of a secondary flow is the FTP data channel that is created after successful negotiation on the FTP control channel.
Probe maximum retries of retransmission exceeded	The connection was torn down because the TCP packet exceeded maximum probe retries of retransmission.
Probe maximum retransmission time elapsed	The connection was torn down because the maximum probing time for TCP packet had elapsed.
Probe received RST	The connection was torn down because probe connection received RST from server.
Probe received FIN	The connection was torn down because probe connection received FIN from server and complete FIN closure process was completed.
Probe completed	The probe connection was successful.
Route change	When the Secure Firewall Threat Defense device adds a lower cost (better metric) route, packets arriving that match the new route cause their existing connection to be torn down after the user-configured timeout (floating-conn) value. Subsequent packets rebuild the connection out of the interface with the better metric. To prevent the addition of lower cost routes from affecting active flows, you can set the floating-conn configuration timeout value to 0:0:0.
SYN Control	A back channel initiation occurred from the wrong side.
SYN Timeout	Force termination after 30 seconds, awaiting three-way handshake completion.
TCP bad retransmission	The connection was terminated because of a bad TCP retransmission.
TCP FINs	A normal close-down sequence occurred.
TCP Invalid SYN	Invalid TCP SYN packet.
TCP Reset - APPLIANCE	The flow is closed when a TCP reset is generated by the Secure Firewall Threat Defense device.
TCP Reset - I	Reset was from the inside.
TCP Reset - O	Reset was from the outside.
TCP segment partial overlap	A partially overlapping segment was detected.
TCP unexpected window size variation	A connection was terminated due to variation in the TCP window size.
Tunnel has been torn down	Flow was terminated because the tunnel is down.

Reason	Description
Unauth Deny	An authorization was denied by a URL filter. **Note** This reason is not applicable for Secure Firewall Threat Defense device URL Filtering. Use the 430002 syslog to monitor the Secure Firewall Threat Defense device access control rules enabled for syslog.
Unknown	An unknown error has occurred.
VPN reclassify failed	When connections fail to be reclassified for passing through a VPN tunnel.
Xlate Clear	A command line was removed.

Recommended Action None required.

302015

Error Message `%FTD-6-302015: Built {inbound|outbound} UDP connection number for interface_name :real_address /real_port (mapped_address /mapped_port ) [(idfw_user )] to interface_name :real_address /real_port (mapped_address /mapped_port )[(idfw_user )] [(user )]`

Explanation A UDP connection slot between two hosts was created. The following list describes the message values:

- **number**—A unique identifier
- **interface, real_address, real_port**—The actual sockets
- **mapped_address and mapped_port**—The mapped sockets
- **user**—The AAA name of the user
- *idfw_user* —The name of the identity firewall user

If inbound is specified, then the original control connection is initiated from the outside. For example, for UDP, all data transfer channels are inbound if the original control channel is inbound. If outbound is specified, then the original control connection is initiated from the inside.

Recommended Action None required.

302016

Error Message `%FTD-6-302016: Teardown UDP connection number for interface :real-address /real-port [(idfw_user )] to interface :real-address /real-port [(idfw_user )] duration hh :mm :ss bytes bytes [(user )]`

Explanation A UDP connection slot between two hosts was deleted. The following list describes the message values:

- **number**—A unique identifier
- **interface, real_address, real_port**—The actual sockets
- **time**—The lifetime of the connection
- **bytes**—The data transfer of the connection
- **id**—*A* unique identifier

- **interface, real-address, real-port**—The actual sockets
- **duration**— The lifetime of the connection
- **bytes**—The data transfer of the connection
- **user**—The AAA name of the user
- *idfw_user* —The name of the identity firewall user

Recommended Action None required.

302017

Error Message `%FTD-6-302017: Built {inbound|outbound} GRE connection id from interface :real_address (translated_address ) [(idfw_user )] to interface :real_address /real_cid (translated_address /translated_cid ) [(idfw_user )] [(user )`

Explanation A GRE connection slot between two hosts was created. The **id** is an unique identifier. The **interface, real_address, real_cid** tuple identifies the one of the two simplex PPTP GRE streams. The parenthetical **translated_address**, **translated_cid** tuple identifies the translated value with NAT. If inbound is indicated, then the connection can only be used inbound. If outbound is indicated, then the connection can only be used for outbound. The following list describes the message values:

- **id**—Unique number identifying the connection
- **inbound**—Control connection is for inbound PPTP GRE flow
- **outbound**—Control connection is for outbound PPTP GRE flow
- **interface_name**—The interface name
- **real_address**—IP address of the actual host
- **real_cid**—Untranslated call ID for the connection
- **translated_address**—IP address after translation
- **translated_cid**—Translated call
- **user**—AAA user name
- *idfw_user* —The name of the identity firewall user

Recommended Action None required.

302018

Error Message `%FTD-6-302018: Teardown GRE connection id from interface :real_address (translated_address ) [(idfw_user )] to interface :real_address /real_cid (translated_address /translated_cid ) [(idfw_user )] duration hh :mm :ss bytes bytes [(user )]`

Explanation A GRE connection slot between two hosts was deleted. The **interface, real_address, real_port** tuples identify the actual sockets. **Duration** identifies the lifetime of the connection. The following list describes the message values:

- **id**—Unique number identifying the connection
- **interface**—The interface name
- **real_address**—IP address of the actual host
- **real_port**—Port number of the actual host.
- **hh:mm:ss**—Time in hour:minute:second format
- **bytes**—Number of PPP bytes transferred in the GRE session
- **reason**—Reason why the connection was terminated
- **user**—AAA user name

- *idfw_user* —The name of the identity firewall user

Recommended Action None required.

302019

Error Message `%FTD-3-302019: H.323 library_name ASN Library failed to initialize, error code number`

Explanation The specified ASN librar y that the Secure Firewall Threat Defense device uses for decoding the H.323 messages failed to initialize; the Secure Firewall Threat Defense device cannot decode or inspect the arriving H.323 packet. The Secure Firewall Threat Defense device allows the H.323 packet to pass through without any modification. When the next H.323 message arrives, the Secure Firewall Threat Defense device tries to initialize the library again.

Recommended Action If this message is generated consistently for a particular library, contact the Cisco TAC and provide them with all log messages (preferably with timestamps).

302020

Error Message `%FTD-6-302020: Built {in | out} bound ICMP connection for faddr {faddr | icmp_seq_num } [(idfw_user )] gaddr {gaddr | icmp_type } laddr laddr [(idfw_user )] type {type } code {code } Rx [{circular_buffer_size }]`

Explanation This message is gnerated when an ICMP session was established in the fast-path. The following list describes the message values:

- *faddr* —Specifies the IP address of the foreign host
- *gaddr* —Specifies the IP address of the global host
- *laddr* —Specifies the IP address of the local host
- *idfw_user* —The name of the identity firewall user
- *user* —The username associated with the host from where the connection was initiated
- *type* —Specifies the ICMP type
- *code* —Specifies the ICMP code
- *Rx*—Specifies the received data circular-buffer size, where the buffer is overwritten, starting from the beginning, when the buffer is full.

Recommended Action None required.

302021

Error Message `%FTD-6-302021: Teardown ICMP connection for faddr {faddr | icmp_seq_num } [(idfw_user )] gaddr {gaddr | icmp_type } laddr laddr [(idfw_user )] type {type } code {code } Rx [{circular_buffer_size }]`

Explanation This message is generated when an ICMP session is removed in the fast-path. The following list describes the message values:

- *faddr* —Specifies the IP address of the foreign host
- *gaddr* —Specifies the IP address of the global host
- *laddr* —Specifies the IP address of the local host
- *idfw_user* —The name of the identity firewall user

- *user* —The username associated with the host from where the connection was initiated
- *type* —Specifies the ICMP type
- *code*—Specifies the ICMP code
- *Rx*—Specifies the received data circular-buffer size, where the buffer is overwritten, starting from the beginning, when the buffer is full.

Recommended Action None required.

302022

Error Message `%FTD-6-302022: Built role stub TCP connection for interface :real-address /real-port (mapped-address /mapped-port ) to interface :real-address /real-port (mapped-address /mapped-port)`

Explanation A TCP director/backup/forwarder flow has been created.

Recommended Action None required.

302023

Error Message `%FTD-6-302023: Teardown stub TCP connection for interface :real-address /real-port to interface :real-address /real-port duration hh:mm:ss forwarded bytes bytes reason`

Explanation A TCP director/backup/forwarder flow has been torn down.

Recommended Action None required.

302024

Error Message `%FTD-6-302024: Built role stub UDP connection for interface :real-address /real-port (mapped-address /mapped-port ) to interface :real-address /real-port (mapped-address /mapped-port )`

Explanation A UDP director/backup/forwarder flow has been created.

Recommended Action None required.

302025

Error Message `%FTD-6-302025: Teardown stub UDP connection for interface :real-address /real-port to interface :real-address /real-port duration hh:mm:ss forwarded bytes bytes reason`

Explanation A UDP director/backup/forwarder flow has been torn down.

Recommended Action None required.

302026

Error Message `%FTD-6-302026: Built role stub ICMP connection for interface :real-address /real-port (mapped-address ) to interface :real-address /real-port (mapped-address )`

Explanation An ICMP director/backup/forwarder flow has been created.

Recommended Action None required.

302027

Error Message `%FTD-6-302027: Teardown stub ICMP connection for interface :real-address /real-port to interface :real-address /real-port duration hh:mm:ss forwarded bytes bytes reason`

Explanation An ICMP director/backup/forwarder flow has been torn down.

Recommended Action None required.

302033

Error Message `%FTD-6-302033:Pre-allocated H323 GUP Connection for faddr interface :foreign address /foreign-port to laddr interface :local-address /local-port`

Explanation A GUP connection was started from the foreign address to the local address. The foreign port (outside port) only appears on connections from outside the security device. The local port value (inside port) only appears on connections started on an internal interface.

- **interface**—The interface name
- *foreign-address* —IP address of the foreign host
- *foreign-port* —Port number of the foreign host
- *local-address* —IP address of the local host
- *local-port* —Port number of the local host

Recommended Action None required.

302034

Error Message `%FTD-4-302034: Unable to pre-allocate H323 GUP Connection for faddr interface :foreign address /foreign-port to laddr interface :local-address /local-port`

Explanation The module failed to allocate RAM system memory while starting a connection or has no more address translation slots available.

- **interface**—The interface name
- *foreign-address* —IP address of the foreign host
- *foreign-port* —Port number of the foreign host
- *local-address* —IP address of the local host
- *local-port* —Port number of the local host

Recommended Action If this message occurs periodically, it can be ignored. If it repeats frequently, contact the Cisco TAC. You can check the size of the global pool compared to the number of inside network clients. Alternatively, shorten the timeout interval of translations and connections. This message may also be caused by insufficient memory; try reducing the amount of memory usage, or purchasing additional memory.

302302

Error Message `%FTD-3-302302: ACL = deny; no sa created`

Explanation IPsec proxy mismatches have occurred. Proxy hosts for the negotiated SA correspond to a deny access-list command policy.

Recommended Action Check the access-list command statement in the configuration. Contact the administrator for the peer.

302303

Error Message `%FTD-6-302303: Built TCP state-bypass connection` *`conn_id`* `from` *`initiator_interface`* `:`*`real_ip`* `/`*`real_port`* `(`*`mapped_ip`* `/`*`mapped_port`* `) to` *`responder_interface`* `:`*`real_ip`* `/`*`real_port`* `(`*`mapped_ip`* `/`*`mapped_port`* `)`

Explanation A new TCP connection has been created, and this connection is a TCP-state-bypass connection. This type of connection bypasses all the TCP state checks and additional security checks and inspections.

Recommended Action If you need to secure TCP traffic with all the normal TCP state checks as well as all other security checks and inspections, you can use the **no set connection advanced-options tcp-state-bypass** command to disable this feature for TCP traffic.

302304

Error Message `%FTD-6-302304: Teardown TCP state-bypass connection` *`conn_id`* `from` *`initiator_interface`* `:ip/port to` *`responder_interface`* `:ip/port` *`duration`* `,` *`bytes`* `,` *`teardown reason`* `.`

Explanation A new TCP connection has been torn down, and this connection is a TCP-state-bypass connection. This type of connection bypasses all the TCP state checks and additional security checks and inspections.

- *duration* —The duration of the TCP connection
- *bytes* —The total number of bytes transmitted over the TCP connection
- *teardown reason* —The reason for the teardown of the TCP connection

Recommended Action If you need to secure TCP traffic with all the normal TCP state checks as well as all other security checks and inspections, you can use the **no set connection advanced-options tcp-state-bypass** command to disable this feature for TCP traffic.

4302310

Error Message `%FTD-4-302310: SCTP packet received from` *`src_ifc:src_ip/src_port to dst_ifc:dst_ip/dst_port`* `contains unsupported Hostname Parameter.`

Explanation A init/init-ack packet is received with the hostname parameter.

- **packet init/init-ack**—The message carrying the hostname parameter
- **src-ifc**— Indicates the ingress interface
- **src-ip/src-port**— Indicates the Source IP and Port in the packet
- **dst-ifc**—Indicates the egress interface
- **dst_ip/dst_port**—Indicates the Source IP and Port in the packet

Recommended Action Use the real IP addresses of endpoints rather than the hostname. Disable the hostname parameter.

302311

Error Message `%FTD-4-302311: Failed to create a new protocol connection from ingress interface:source IP/source port to egress interface:destination IP/destination port due to application cache memory allocation failure. The app-cache memory threshold level is threshold% and threshold check is enabled/disabled.`

Explanation A new connection could not be created due to app-cache memory allocation failure. The failure could be due to system running out of memory or exceeding app-cache memory threshold.

- protocol—The name of the protocol used to create the connection
- ingress interface—The interface name
- source IP—The source IP address
- source port—The source port number
- egress interface—The interface name
- destination IP— The destination address
- destination port—The destination port number
- threshold%—The percentage value of memory threshold
- enabled/disabled—app-cache memory threshold feature enabled/disabled

Recommended Action Disable memory intensive features on the device or reduce the number of through-the-box connections.

303002

Error Message `%FTD-6-303002: FTP connection from src_ifc :src_ip /src_port to dst_ifc :dst_ip /dst_port , user username action file filename`

Explanation A client has uploaded or downloaded a file from the FTP server.

- **src_ifc**—The interface where the client resides.
- **src_ip**—The IP address of the client.
- **src_port**—The client port.
- **dst_ifc**—The interface where the server resides.
- **dst_ip**—The IP address of the FTP server.
- **dst_port**—The server port.
- **username**—The FTP username.
- **action**—The stored or retrieved actions.
- **filename**—The file stored or retrieved.

Recommended Action None required.

303004

Error Message `%FTD-5-303004: FTP cmd_string command unsupported - failed strict inspection, terminating connection from source_interface :source_address /source_port to dest_interface :dest_address/dest_interface`

Explanation Strict FTP inspection on FTP traffic has been used, and an FTP request message contains a command that is not recognized by the device.

Recommended Action None required.

303005

Error Message `%FTD-5-303005: Strict FTP inspection matched match_string in policy-map policy-name , action_string from src_ifc :sip /sport to dest_ifc :dip /dport`

Explanation When FTP inspection matches any of the following configured values: filename, file type, request command, server, or username, then the action specified by the *action_string* in this message occurs.

- *match_string* —The match clause in the policy map
- **policy-name**—The policy map that matched
- **action_string**—The action to take; for example, Reset Connection
- **src_ifc**—The source interface name
- **sip**—The source IP address
- **sport**—The source port
- **dest_ifc**—The destination interface name
- **dip**—The destination IP address
- **dport**—The destination port

Recommended Action None required.

305006

Error Message `%FTD-3-305006: {outbound static|identity|portmap|regular) translation creation failed for protocol src interface_name:source_address/source_port [(idfw_user )] dst interface_name:dest_address/dest_port [(idfw_user )]`

Explanation The ICMP error inspection was enabled and the following conditions were met:

- There was a connection established through the device with forward and reverse flows having different protocols. For example, forward flow is UDP or TCP, reverse flow is ICMP. The switch in protocols occurs when either the receiver or any intermediary device in the path returns ICMP error messages, for example type 3 code 3.
- There was a dynamic NAT/PAT statement that matched the packets of the reverse flow and failed to translate the outer header IP addresses because the device does not apply PAT to all ICMP message types; it only applies PAT ICMP echo and echo-reply packets (types 8 and 0).

Recommended Action None required.

305009

Error Message `%FTD-6-305009: Built {dynamic|static} translation from interface_name [(acl-name)]:real_address [(idfw_user )] to interface_name :mapped_address`

Explanation An address translation slot was created. The slot translates the source address from the local side to the global side. In reverse, the slot translates the destination address from the global side to the local side.

Recommended Action None required.

305010

Error Message `%FTD-6-305010: Teardown {dynamic|static} translation from interface_name :real_address [(idfw_user )] to interface_name :mapped_address duration time`

Explanation The address translation slot was deleted.

Recommended Action None required.

305011

Error Message `%FTD-6-305011: Built {dynamic|static} {TCP|UDP|ICMP} translation from interface_name :real_address/real_port [(idfw_user )] to interface_name :mapped_address/mapped_port`

Explanation A TCP, UDP, or ICMP address translation slot was created. The slot translates the source socket from the local side to the global side. In reverse, the slot translates the destination socket from the global side to the local side.

Recommended Action None required.

305012

Error Message `%FTD-6-305012: Teardown {dynamic|static} {TCP|UDP|ICMP} translation from interface_name [(acl-name )]:real_address /{real_port |real_ICMP_ID } [(idfw_user )] to interface_name :mapped_address /{mapped_port |mapped_ICMP_ID } duration time`

Explanation The address translation slot was deleted.

Recommended Action None required.

305013

Error Message `%FTD-5-305013: Asymmetric NAT rules matched for forward and reverse flows; Connection protocol src interface_name :source_address /source_port [(idfw_user )] dst interface_name :dst_address /dst_port [(idfw_user )] denied due to NAT reverse path failure.`

Explanation An attempt to connect to a mapped host using its actual address was rejected.

Recommended Action When not on the same interface as the host using NAT, use the mapped address instead of the actual address to connect to the host. In addition, enable the **inspect** command if the application embeds the IP address.

305014

Error Message `%FTD-6-305014: Allocated block of ports for translation from real_interface :real_host_ip /real_source_port to real_dest_interface :real_dest_ip /real_dest_port.`

Explanation When CGNAT "block-allocation" is configured, this syslog will be generated on allocation of a new port block.

Recommended Action None.

305015

Error Message `%FTD-6-305015: Released block of ports for translation from real_interface :real_host_ip /real_source_port to real_dest_interface :real_dest_ip /real_dest_port.`

Explanation When CGNAT "block-allocation" is configured, this syslog will be generated on release of an allocated port block.

Recommended Action None.

305016

Error Message `%FTD-3-305016: Unable to create protocol connection from real_interface :real_host_ip /real_source_port to real_dest_interface :real_dest_ip /real_dest_port due to reason .`

Explanation The maximum port blocks per host limit has been reached for a host or the port blocks have been exhausted.

- *reason* —May be one of the following:
  - reaching per-host PAT port block limit of *value*
  - port block exhaustion in PAT pool

Recommended Action For reaching the per-host PAT port block limit, review the maximum blocks per host limit by entering the following command:

```
xlate block-allocation maximum-per-host 4
```

For the port block exhaustion in the PAT pool, we recommend increasing the pool size. Also, review the block size by entering the following command:

```
xlate block-allocation size 512
```

305017

Error Message `%FTD-3-305017: Pba-interim-logging: Active ICMP block of ports for translation from <source device IP> to <destination device IP>/<Active Port Block>`

Explanation When CGNAT interim logging feature is turned on. This syslog specifies the Active Port Block from a particular source IP address to a destination IP address at that time.

Recommended Action None.

305021

Error Message `%FTD-4-305021: Ports exhausted in pre-allocated PAT pool IP mapped_ip_address for host real_host_ip. Allocating from new PAT pool IP mapped_ip_address.`

Explanation This message is generated when all ports are exhausted in the sticky IP on a cluster node and allocation moves to the next available IP with free ports.

Example:

```
%FTD-4-305021: Ports exhausted in pre-allocated PAT pool IP 174.0.1.1 for host 192.168.1.20.
Allocating from new PAT pool IP 174.0.1.2.
```

Recommended Action None.

305022

Error Message `%FTD-4-305022: Cluster unit unit_name has been allocated num_of_port_blocks port blocks for PAT usage. All units should have at least min_num_of_port_blocks port blocks.`

Explanation This message is generated on a node when it joins cluster and does not get any or unequal share of port blocks.

Examples

```
%FTD-4-305022: Cluster unit FTD-4 has been allocated 0 port blocks for PAT usage. All units
should have at least 32 port blocks.

%FTD-4-305022: Cluster unit FTD-4 has been allocated 12 port blocks for PAT usage. All units
should have at least 32 port blocks.
```

Recommended Action None.

308001

Error Message `%FTD-6-308001: console enable password incorrect for number tries (from IP_address )`

Explanation This is a Secure Firewall Threat Defense management message. This message appears after the specified number of times a user incorrectly types the password to enter privileged mode. The maximum is three attempts.

Recommended Action Verify the password and try again.

308002

Error Message `%FTD-4-308002: static global_address inside_address netmask netmask overlapped with global_address inside_address`

Explanation The IP addresses in one or more static command statements overlap. **global_address** is the global address, which is the address on the lower security interface, and **inside_address** is the local address, which is the address on the higher security-level interface.

Recommended Action Use the show static command to view the static command statements in your configuration and fix the commands that overlap. The most common overlap occurs if you specify a network address such as 10.1.1.0, and in another static command you specify a host within that range, such as 10.1.1.5.

311001

Error Message `%FTD-6-311001: LU loading standby start`

Explanation Stateful Failover update information was sent to the standby Secure Firewall Threat Defense device when the standby Secure Firewall Threat Defense device is first to be online.

Recommended Action None required.

311002

Error Message `%FTD-6-311002: LU loading standby end`

Explanation Stateful Failover update information stopped sending to the standby Secure Firewall Threat Defense device.

Recommended Action None required.

311003

Error Message `%FTD-6-311003: LU recv thread up`

Explanation An update acknowledgment was received from the standby Secure Firewall Threat Defense device.

Recommended Action None required.

311004

Error Message `%FTD-6-311004: LU xmit thread up`

Explanation A Stateful Failover update was transmitted to the standby Secure Firewall Threat Defense device.

Recommended Action None required.

312001

Error Message `%FTD-6-312001: RIP hdr failed from` *`IP_address`* `: cmd=`*`string`*` , version=`*`number`* `domain=`*`string`* `on interface` *`interface_name`*

Explanation The Secure Firewall Threat Defense device received a RIP message with an operation code other than reply, the message has a version number different from what is expected on this interface, and the routing domain entry was nonzero. Another RIP device may not be configured correctly to communicate with the Secure Firewall Threat Defense device.

Recommended Action None required.

313001

Error Message `%FTD-3-313001: Denied ICMP type=`*`number`*` , code=`*`code`* `from` *`IP_address`* `on interface` *`interface_name`*

Explanation When using the icmp command with an access list, if the first matched entry is a permit entry, the ICMP packet continues processing. If the first matched entry is a deny entry, or an entry is not matched, the Secure Firewall Threat Defense device discards the ICMP packet and generates this message. The **icmp** command enables or disables pinging to an interface. With pinging disabled, the Secure Firewall Threat Defense device cannot be detected on the network. This feature is also referred to as configurable proxy pinging.

Recommended Action Contact the administrator of the peer device.

313004

Error Message `%FTD-4-313004:Denied ICMP type=icmp_type , from source_address on interface interface_name to dest_address :no matching session`

Explanation ICMP packets were dropped by the Secure Firewall Threat Defense device because of security checks added by the stateful ICMP feature that are usually either ICMP echo replies without a valid echo request already passed across the Secure Firewall Threat Defense device or ICMP error messages not related to any TCP, UDP, or ICMP session already established in the Secure Firewall Threat Defense device.

Recommended Action None required.

313005

Error Message `%FTD-4-313005: No matching connection for ICMP error message: icmp_msg_info on interface_name interface. Original IP payload: embedded_frame_info icmp_msg_info = icmp src src_interface_name :src_address [([idfw_user | FQDN_string], sg_info)] dst dest_interface_name :dest_address [([idfw_user | FQDN_string], sg_info)] (type icmp_type, code icmp_code) embedded_frame_info = prot src source_address /source_port [([idfw_user | FQDN_string], sg_info)] dst dest_address /dest_port [(idfw_user |FQDN_string), sg_info]`

Explanation ICMP error packets were dropped by the Secure Firewall Threat Defense device because the ICMP error messages are not related to any session already established in the Secure Firewall Threat Defense device.

Recommended Action If the cause is an attack, you can deny the host by using ACLs.

313008

Error Message `%FTD-3-313008: Denied ICMPv6 type=number , code=code from IP_address on interface interface_name`

Explanation When using the **icmp** command with an access list, if the first matched entry is a permit entry, the ICMPv6 packet continues processing. If the first matched entry is a deny entry, or an entry is not matched, the Secure Firewall Threat Defense device discards the ICMPv6 packet and generates this message.

The **icmp** command enables or disables pinging to an interface. When pinging is disabled, the Secure Firewall Threat Defense device is undetectable on the network. This feature is also referred to as “configurable proxy pinging.”

Recommended Action Contact the administrator of the peer device.

313009

Error Message `%FTD-4-313009: Denied invalid ICMP code icmp-code , for src-ifc :src-address /src-port (mapped-src-address/mapped-src-port) to dest-ifc :dest-address /dest-port (mapped-dest-address/mapped-dest-port) [user ], ICMP id icmp-id , ICMP type icmp-type`

Explanation An ICMP echo request/reply packet was received with a malformed code(non-zero).

Recommended Action If it is an intermittent event, no action is required. If the cause is an attack, you can deny the host using the ACLs.

314001

Error Message `%FTD-6-314001: Pre-allocated RTSP UDP backconnection for src_intf :src_IP to dst_intf :dst_IP /dst_port.`

Explanation The Secure Firewall Threat Defense device opened a UDP media channel for the RTSP client that was receiving data from the server.

- *src_intf* —Source interface name
- *src_IP* —Source interface IP address
- *dst_intf* —Destination interface name
- *dst_IP* —Destination IP address
- *dst_port* —Destination port

Recommended Action None required.

314002

Error Message `%FTD-6-314002: RTSP failed to allocate UDP media connection from src_intf :src_IP to dst_intf :dst_IP /dst_port : reason_string.`

Explanation The Secure Firewall Threat Defense device cannot open a new pinhole for the media channel.

- *src_intf* —Source interface name
- *src_IP* —Source interface IP address
- *dst_intf* —Destination interface name
- *dst_IP* —Destination IP address
- *dst_port* —Destination port
- *reason_string* —Pinhole already exists/Unknown

Recommended Action If the reason is unknown, check the free memory available by running the **show memory** command, or the number of connections used by running the **show conn** command, because the Secure Firewall Threat Defense device is low on memory.

316001

Error Message `%FTD-3-316001: Denied new tunnel to IP_address . VPN peer limit (platform_vpn_peer_limit) exceeded`

Explanation If more VPN tunnels (ISAKMP/IPsec) are concurrently trying to be established than are supported by the platform VPN peer limit, then the excess tunnels are aborted.

Recommended Action None required.

316002

Error Message `%FTD-3-316002: VPN Handle error: protocol=protocol , src in_if_num :src_addr , dst out_if_num :dst_addr`

Explanation The Secure Firewall Threat Defense device cannot create a VPN handle, because the VPN handle already exists.

- *protocol* —The protocol of the VPN flow
- *in_if_num* —The ingress interface number of the VPN flow
- *src_addr* —The source IP address of the VPN flow
- *out_if_num* —The egress interface number of the VPN flow
- *dst_addr* —The destination IP address of the VPN flow

Recommended Action This message may occur during normal operation; however, if the message occurs repeatedly and a major malfunction of VPN-based applications occurs, a software defect may be the cause. Enter the following commands to collect more information and contact the Cisco TAC to investigate the issue further:

```
capture
 name
 type asp-drop vpn-handle-error
show asp table classify crypto detail
show asp table vpn-context
```

317001

Error Message `%FTD-3-317001: No memory available for limit_slow`

Explanation The requested operation failed because of a low-memory condition.

Recommended Action Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

317002

Error Message `%FTD-3-317002: Bad path index of number for IP_address , number max`

Explanation A software error occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

317003

Error Message `%FTD-3-317003: IP routing table creation failure - reason`

Explanation An internal software error occurred, which prevented the creation of a new IP routing table.

Recommended Action Copy the message exactly as it appears, and report it to Cisco TAC.

317004

Error Message `%FTD-3-317004: IP routing table limit warning`

Explanation The number of routes in the named IP routing table has reached the configured warning limit.

Recommended Action Reduce the number of routes in the table, or reconfigure the limit.

317005

Error Message `%FTD-3-317005: IP routing table limit exceeded - reason , IP_address netmask`

Explanation Additional routes will be added to the table.

Recommended Action Reduce the number of routes in the table, or reconfigure the limit.

317006

Error Message `%FTD-3-317006: Pdb index error pdb , pdb_index , pdb_type`

Explanation The index into the PDB is out of range.

- **pdb**—Protocol Descriptor Block, the descriptor of the PDB index error
- **pdb_index**—The PDB index identifier
- **pdb_type**—The type of the PDB index error

Recommended Action If the problem persists, copy the error message exactly as it appears on the console or in the system log, contact the Cisco TAC, and provide the representative with the collected information.

317007

Error Message `%FTD-6-317007: Added route_type route dest_address netmask via gateway_address [distance /metric ] on interface_name route_type`

Explanation A new route has been added to the routing table.

Routing protocol type:

C – connected, S – static, I – IGRP, R – RIP, M – mobile

B – BGP, D – EIGRP, EX - EIGRP external, O - OSPF

IA - OSPF inter area, N1 - OSPF NSSA external type 1

N2 - OSPF NSSA external type 2, E1 - OSPF external type 1

E2 - OSPF external type 2, E – EGP, i - IS-IS, L1 - IS-IS level-1

L2 - IS-IS level-2, ia - IS-IS inter area

- *dest_address* —The destination network for this route
- *netmask* —The netmask for the destination network
- *gateway_address* —The address of the gateway by which the destination network is reached
- *distance* —Administrative distance for this route
- *metric* —Metric for this route
- *interface_name* —Network interface name through which the traffic is routed

Recommended Action None required.

317008

Error Message `%FTD-6-317008: Community list check with bad list list_number`

Explanation When an out of range community list is identified, this message is generated along with the list number.

Recommended Action None required.

317012

Error Message `%FTD-3-317012: Interface IP route counter negative - nameif-string-value`

Explanation Indicates that the interface route count is negative.

- nameif-string-value—The interface name as specified by the nameif command

Recommended Action None required.

317077

Error Message `%FTD-6-317077: Added <protocol_name> route <destination_address/subnet-mask> via <gateway-address> on <inf_name>`

Explanation This message is generated when a route is added successfully on the Secure Firewall Threat Defense device.

Recommended Action None required.

317078

Error Message `%FTD-6-317078: Deleted <protocol_name> route <destination_address/subnet-mask> via <gateway-address> on <inf_name>`

Explanation This message is generated when a route is deleted from the Secure Firewall Threat Defense device.

Recommended Action None required.

318001

Error Message `%FTD-3-318001: Internal error: reason`

Explanation An internal software error occurred. This message occurs at five-second intervals.

Recommended Action Copy the message exactly as it appears, and report it to the Cisco TAC.

318002

Error Message `%FTD-3-318002: Flagged as being an ABR without a backbone area`

Explanation The router was flagged as an area border router without a backbone area configured in the router. This message occurs at five-second intervals.

Recommended Action Restart the OSPF process.

318003

Error Message `%FTD-3-318003: Reached unknow n state in neighbor state machine`

Explanation An internal software error occurred. This message occurs at five-second intervals.

Recommended Action Copy the message exactly as it appears, and report it to the Cisco TAC.

318004

Error Message `%FTD-3-318004: area string lsid IP_address mask netmask adv IP_address type number`

Explanation The OSPF process had a problem locating the link state advertisement, which might lead to a memory leak.

Recommended Action If the problem persists, contact the Cisco TAC.

318005

Error Message `%FTD-3-318005: lsid ip_address adv IP_address type number gateway gateway_address metric number network IP_address mask netmask protocol hex attr hex net-metric number`

Explanation OSPF found an inconsistency between its database and the IP routing table.

Recommended Action If the problem persists, contact the Cisco TAC.

318006

Error Message `%FTD-3-318006: if interface_name if_state number`

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears, and report it to the Cisco TAC.

318007

Error Message `%FTD-3-318007: OSPF is enabled on interface_name during idb initialization`

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears, and report it to the Cisco TAC.

318008

Error Message `%FTD-3-318008: OSPF process number is changing router-id. Reconfigure virtual link neighbors with our new router-id`

Explanation The OSPF process is being reset, and it is going to select a new router ID. This action will bring down all virtual links.

Recommended Action Change the virtual link configuration on all of the virtual link neighbors to reflect the new router ID.

318009

Error Message `%FTD-3-318009: OSPF: Attempted reference of stale data encountered in function , line: line_num`

Explanation OSPF is running and has tried to reference some related data structures that have been removed elsewhere. Clearing interface and router configurations may resolve the problem. However, if this message appears, some sequence of steps caused premature deletion of data structures and this needs to be investigated.

- *function* —The function that received the unexpected event
- *line_num* —Line number in the code

Recommended Action If the problem persists, contact the Cisco TAC.

318101

Error Message `%FTD-3-318101: Internal error: REASON`

Explanation An internal software error has occurred.

- *REASON* —The detailed cause of the event

Recommended Action None required.

318102

Error Message `%FTD-3-318102: Flagged as being an ABR without a backbone area`

Explanation The router was flagged as an Area Border Router (ABR) without a backbone area in the router.

Recommended Action Restart the OSPF process.

318103

Error Message `%FTD-3-318103: Reached unknown state in neighbor state machine`

Explanation An internal software error has occurred.

Recommended Action None required.

318104

Error Message `%FTD-3-318104: DB already exist: area AREA_ID_STR lsid i adv i type 0x x`

Explanation OSPF has a problem locating the LSA, which could lead to a memory leak.

- *AREA_ID_STR* —A string representing the area
- *i* —An integer value

- *x* —A hexadecimal representation of an integer value

Recommended Action None required.

318105

Error Message `%FTD-3-318105: lsid i adv i type 0x x gateway i metric d network i mask i protocol #x attr #x net-metric d`

Explanation OSPF found an inconsistency between its database and the IP routing table.

- *i* —An integer value
- *x* —A hexadecimal representation of an integer value
- *d* —A number

Recommended Action None required.

318106

Error Message `%FTD-3-318106: if IF_NAME if_state d`

Explanation An internal error has occurred.

- *IF_NAME*— The name of the affected interface
- *d* —A number

Recommended Action None required.

318107

Error Message `%FTD-3-318107: OSPF is enabled on IF_NAME during idb initialization`

Explanation An internal error has occurred.

- *IF_NAME*— The name of the affected interface

Recommended Action None required.

318108

Error Message `%FTD-3-318108: OSPF process d is changing router-id. Reconfigure virtual link neighbors with our new router-id`

Explanation The OSPF process is being reset, and it is going to select a new router ID, which brings down all virtual links. To make them work again, you need to change the virtual link configuration on all virtual link neighbors.

- *d* —A number representing the process ID

Recommended Action Change the virtual link configuration on all the virtual link neighbors to include the new router ID.

318109

Error Message `%FTD-3-318109: OSPFv3 has received an unexpected message: 0x / 0x`

Explanation OSPFv3 has received an unexpected interprocess message.

- *x* —A hexadecimal representation of an integer value

Recommended Action None required.

318110

Error Message `%FTD-3-318110: Invalid encrypted key s .`

Explanation The specified encrypted key is not valid.

- *s* —A string representing the encrypted key

Recommended Action Either specify a clear text key and enter the **service password-encryption** command for encryption, or ensure that the specified encrypted key is valid. If the specified encrypted key is not valid, an error message appears during system configuration.

318111

Error Message `%FTD-3-318111: SPI u is already in use with ospf process d`

Explanation An attempt was made to use a SPI that has already been used.

- *u* —A number representing the SPI
- *d* —A number representing the process ID

Recommended Action Choose a different SPI.

318112

Error Message `%FTD-3-318112: SPI u is already in use by a process other than ospf process d .`

Explanation An attempt was made to use a SPI that has already been used.

- *u* —A number representing the SPI
- *d* —A number representing the process ID

Recommended Action Choose a different SPI. Enter the **show crypto ipv6 ipsec sa** command to view a list of SPIs that are already being used.

318113

Error Message `%FTD-3-318113: s s is already configured with SPI u .`

Explanation An attempt was made to use a SPI that has already been used.

- *s*— A string representing an interface
- *u* —A number representing the SPI

Recommended Action Unconfigure the SPI first, or choose a different one.

318114

Error Message `%FTD-3-318114: The key length used with SPI u is not valid`

Explanation The key length was incorrect.

- *u* —A number representing the SPI

Recommended Action Choose a valid IPsec key. An IPsec authentication key must be 32 (MD5) or 40 (SHA-1) hexidecimal digits long.

318115

Error Message `%FTD-3-318115: s error occured when attempting to create an IPsec policy for SPI u`

Explanation An IPsec API (internal) error has occurred.

- *s*— A string representing the error
- *u* —A number representing the SPI

Recommended Action None required.

318116

Error Message `%FTD-3-318116: SPI u is not being used by ospf process d .`

Explanation An attempt was made to unconfigure a SPI that is not being used with OSPFv3.

- *u* —A number representing the SPI
- *d* —A number representing the process ID

Recommended Action Enter a **show** command to see which SPIs are used by OSPFv3.

318117

Error Message `%FTD-3-318117: The policy for SPI u could not be removed because it is in use.`

Explanation An attempt was made to remove the policy for the indicated SPI, but the policy was still being used by a secure socket.

- *u* —A number representing the SPI

Recommended Action None required.

318118

Error Message `%FTD-3-318118: s error occured when attemtping to remove the IPsec policy with SPI u`

Explanation An IPsec API (internal) error has occurred.

- *s* —A string representing the specified error
- *u* —A number representing the SPI

Recommended Action None required.

318119

Error Message `%FTD-3-318119: Unable to close secure socket with SPI u on interface s`

Explanation An IPsec API (internal) error has occurred.

- *u* —A number representing the SPI
- *s* —A string representing the specified interface

Recommended Action None required.

318120

Error Message `%FTD-3-318120: OSPFv3 was unable to register with IPsec`

Explanation An internal error has occurred.

Recommended Action None required.

318121

Error Message `%FTD-3-318121: IPsec reported a GENERAL ERROR: message s , count d`

Explanation An internal error has occurred.

- *s* —A string representing the specified message
- *d* —A number representing the total number of generated messages

Recommended Action None required.

318122

Error Message `%FTD-3-318122: IPsec sent a s message s to OSPFv3 for interface s . Recovery attempt d`

Explanation An internal error has occurred. The system is trying to reopen the secure socket and to recover.

- *s* —A string representing the specified message and specified interface
- *d* —A number representing the total number of recovery attempts

Recommended Action None required.

318123

Error Message `%FTD-3-318123: IPsec sent a s message s to OSPFv3 for interface IF_NAME . Recovery aborted`

Explanation An internal error has occurred. The maximum number of recovery attempts has been exceeded.

- *s* —A string representing the specified message
- *IF_NAME* —The specified interface

Recommended Action None required.

318125

Error Message `%FTD-3-318125: Init failed for interface IF_NAME`

Explanation The interface initialization failed. Possible reasons include the following:

- The area to which the interface is being attached is being deleted.
- It was not possible to create the link scope database.
- It was not possible to create a neighbor datablock for the local router.

Recommended Action Remove the configuration command that initializes the interface and then try it again.

318126

Error Message `%FTD-3-318126: Interface IF_NAME is attached to more than one area`

Explanation The interface is on the interface list for an area other than the one to which the interface links.

- *IF_NAME* —The specified interface

Recommended Action None required.

318127

Error Message `%FTD-3-318127: Could not allocate or find the neighbor`

Explanation An internal error has occurred.

Recommended Action None required.

Messages 320001 to 341011

This chapter includes messages from 320001 to 341011.

320001

Error Message `%FTD-3-320001: The subject name of the peer cert is not allowed for connection`

Explanation When the Secure Firewall Threat Defense device is an easy VPN remote device or server, the peer certificate includes asubject name that does not match the output of the **ca verifycertdn** command. A man-in-the-middle attack might be occurring, where a device spoofs the peer IP address and tries to intercept a VPN connection from the Secure Firewall Threat Defense device.

Recommended Action None required.

321001

Error Message `%FTD-5-321001: Resource var1 limit of var2 reached.`

Explanation A configured resource usage or rate limit for the indicated resource was reached.

Recommended Action If the platform maximum connections were reached, it takes some time to reallocate memory to free system memory, resulting in traffic failure. After memory space is released, you must reload the device. For further assistance, contact TAC team.

321002

Error Message `%FTD-5-321002: Resource var1 rate limit of var2 reached.`

Explanation A configured resource usage or rate limit for the indicated resource was reached.

Recommended Action If the platform maximum connections were reached, it takes some time to reallocate memory to free system memory, resulting in traffic failure. After memory space is released, you must reload the device. For further assistance, contact TAC team.

321003

Error Message `%FTD-6-321003: Resource var1 log level of var2 reached.`

Explanation A configured resource usage or rate logging level for the indicated resource was reached.

Recommended Action None required.

321004

Error Message `%FTD-6-321004: Resource var1 rate log level of var2 reached`

Explanation A configured resource usage or rate logging level for the indicated resource was reached.

Recommended Action None required.

321005

Error Message `%FTD-2-321005: System CPU utilization reached utilization %`

Explanation The system CPU utilization has reached 95 percent or more and remains at this level for five minutes.

- *utilization %* —The percentage of CPU being used

Recommended Action If this message occurs periodically, you can ignore it. If it repeats frequently, check the output of the **show cpu** command and verify the CPU usage. If it is high, contact the Cisco TAC.

321006

Error Message `%FTD-2-321006: System memory usage reached utilization %`

Explanation The system memory usage has reached 80 percent or more and remains at this level for five minutes.

- *utilization %* —The percentage of memory being used

Recommended Action If this message occurs periodically, you can ignore it. If it repeats frequently, check the output of the **show memory** command and verify the memory usage. If it is high, contact the Cisco TAC.

321007

Error Message `%FTD-3-321007: System is low on free memory blocks of size block_size (free_blocks CNT out of max_blocks MAX)`

Explanation The system is low on free blocks of memory. Running out of blocks may result in traffic disruption.

- *block_size* —The block size of memory (for example, 4, 1550, 8192)
- *free_blocks* —The number of free blocks, as shown in the CNT column after using the **show blocks** command
- *max_blocks* —The maximum number of blocks that the system can allocate, as shown in the MAX column after using the **show blocks** command

Recommended Action Use the **show blocks** command to monitor the amount of free blocks in the CNT column of the output for the indicated block size. If the CNT column remains zero, or very close to it for an extended period of time, then the Secure Firewall Threat Defense device may be overloaded or running into another issue that needs additional investigation.

322001

Error Message `%FTD-3-322001: Deny MAC address MAC_address, possible spoof attempt on interface interface`

Explanation The Secure Firewall Threat Defense device received a packet from the offending MAC address on the specified interface, but the source MAC address in the packet is statically bound to another interface in the configuration. Either a MAC-spoofing attack or a misconfiguration may be the cause.

Recommended Action Check the configuration and take appropriate action by either finding the offending host or correcting the configuration.

322002

Error Message `%FTD-3-322002: ARP inspection check failed for arp {request|response} received from host MAC_address on interface interface . This host is advertising MAC Address MAC_address_1 for IP Address IP_address , which is {statically|dynamically} bound to MAC Address MAC_address_2 .`

Explanation If the ARP inspection module is enabled, it checks whether a new ARP entry advertised in the packet conforms to the statically configured or dynamically learned IP-MAC address binding before forwarding ARP packets across the Secure Firewall Threat Defense device. If this check fails, the ARP inspection module drops the ARP packet and generates this message. This situation may be caused by either ARP spoofing attacks in the network or an invalid configuration (IP-MAC binding).

Recommended Action If the cause is an attack, you can deny the host using the ACLs. If the cause is an invalid configuration, correct the binding.

322003

Error Message `%FTD-3-322003:ARP inspection check failed for arp {request|response} received from host MAC_address on interface interface . This host is advertising MAC Address MAC_address_1 for IP Address IP_address , which is not bound to any MAC Address.`

Explanation If the ARP inspection module is enabled, it checks whether a new ARP entry advertised in the packet conforms to the statically configured IP-MAC address binding before forwarding ARP packets across the Secure Firewall Threat Defense device. If this check fails, the ARP inspection module drops the ARP packet and generates this message. This situation may be caused by either ARP spoofing attacks in the network or an invalid configuration (IP-MAC binding).

Recommended Action If the cause is an attack, you can deny the host using the ACLs. If the cause is an invalid configuration, correct the binding.

322004

Error Message `%FTD-6-322004: No management IP address configured for transparent firewall. Dropping protocol protocol packet from interface_in :source_address /source_port to interface_out :dest_address /dest_port`

Explanation The Secure Firewall Threat Defense device dropped a packet because no management IP address was configured in the transparent mode.

- **protocol**—Protocol string or value
- **interface_in**—Input interface name
- **source_address**—Source IP address of the packet
- **source_port**—Source port of the packet
- **interface_out**—Output interface name
- **dest_address**—Destination IP address of the packet
- **dest_port**—Destination port of the packet

Recommended Action Configure the device with the management IP address and mask values.

323001

Error Message `%FTD-3-323001: Module module_id experienced a control channel communications failure.`

`%FTD-3-323001: Module in slot slot_num experienced a control channel communications failure.`

Explanation The Secure Firewall Threat Defense device is unable to communicate via control channel with the module installed (in the specified slot).

- **module_id**—For a software services module, specifies the services module name.
- **slot_num—**For a hardware services module, specifies the slot in which the failure occurred. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.

Recommended Action If the problem persists, contact the Cisco TAC.

323002

Error Message `%FTD-3-323002: Module module_id is not able to shut down, shut down request not answered.`

`%FTD-3-323002: Module in slot slot_num is not able to shut down, shut down request not answered.`

Explanation The module installed did not respond to a shutdown request.

- **module_id**—For a software services module, specifies the service module name.
- **slot_num—**For a hardware services module, specifies the slot in which the failure occurred. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.

Recommended Action If the problem persists, contact the Cisco TAC.

323003

Error Message `%FTD-3-323003: Module module_id is not able to reload, reload request not answered.`

`%FTD-3-323003: Module in slot slotnum is not able to reload, reload request not answered.`

Explanation The module installed did not respond to a reload request.

- **module_id**—For a software services module, specifies the service module name.
- **slot_num—**For a hardware services module, specifies the slot in which the failure occurred. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.

Recommended Action If the problem persists, contact the Cisco TAC.

323004

Error Message `%FTD-3-323004: Module string one failed to write software newver (currently ver ), reason . Hw-module reset is required before further use.`

Explanation The module failed to accept a software version, and will be transitioned to an UNRESPONSIVE state. The module is not usable until the software is updated.

- **string one**—The text string that specifies the module
- >*newver* —The new version number of software that was not successfully written to the module (for example, 1.0(1)0)
- >*ver* —The current version number of the software on the module (for example, 1.0(1)0)
- >*reason* —The reason the new version cannot be written to the module. The possible values for >*reason* include the following:

- write failure

- failed to create a thread to write the image

Recommended Action If the module software cannot be updated, it will not be usable. If the problem persists, contact the Cisco TAC.

323005

Error Message `%FTD-3-323005: Module module_id can not be started completely`

`%FTD-3-323005: Module in slot slot_num cannot be started completely`

Explanation This message indicates that the module cannot be started completely. The module will remain in the UNRESPONSIVE state until this condition is corrected. A module that is not fully seated in the slot is the most likely cause.

- **module_id**—For a software services module, specifies the service module name.
- **slot_num—**For a hardware services module, specifies the slot number that contains the module.

Recommended Action Verify that the module is fully seated and check to see if any status LEDs on the module are on. It may take a minute after fully reseating the module for the Secure Firewall Threat Defense device to recognize that it is powered up. If this message appears after verifying that the module is seated and after resetting the module using either the **sw-module module** *service-module-name* **reset** command or the **hw-module module** *slotnum* **reset** command, contact the Cisco TAC.

323006

Error Message `%FTD-1-323006: Module ips experienced a data channel communication failure, data channel is DOWN.`

Explanation A data channel communication failure occurred and the Secure Firewall Threat Defense device was unable to forward traffic to the services module. This failure triggers a failover when the failure occurs on the active Secure Firewall Threat Defense device in an HA configuration. The failure also results in the configured fail open or fail closed policy being enforced on traffic that would normally be sent to the services module. This message is generated whenever a communication problem over the Secure Firewall Threat Defense device dataplane occurs between the system module and the services module, which can be caused when the services module stops, resets, is removed or disabled.

Recommended Action For software services modules such as IPS, recover the module using the **sw-module module ips recover** command. For hardware services modules, if this message is not the result of the SSM reloading or resetting and the corresponding syslog message 505010 is not seen after the SSM returns to an UP state, reset the module using the **hw-module module 1 reset** command.

323007

Error Message `%FTD-3-323007: Module in slot slot experienced a firware failure and the recovery is in progress.`

Explanation An Secure Firewall Threat Defense device with a 4GE-SSM installed experienced a short power surge, then rebooted. As a result, the 4GE-SSM may come online in an unresponsive state. The Secure Firewall Threat Defense device has detected that the 4GE-SSM is unresponsive, and automatically restarts the 4GE-SSM.

Recommended Action None required.

324012

Error Message `%FTD-5-324012: GTP_PARSE: GTP IE TYPEGTP IE TYPE NUMBER: Invalid Length Received Length: Length Received,Minimum Expected Length: Expected Length`

Explanation

When GTP IE length received is less than the minimum length, an error message appears with the following data:

- *GTP IE TYPE*: Name Of GTP IE.
- *GTP IE TYPE NUMBER*: Number Defined for GTP IE Type
- *Invalid Length Received*: Invalid Length Received in the Packet.
- *Minimum Expected Length*: Minimum Expected length for IE.

Example:

```
%ASA-5-324012: GTP_PARSE: GTPV2_PARSE: Presence Reporting Area Action[177]: Invalid Length
Received Length: 4, Minimum Expected Length: 11
```

Recommended Action None

325001

Error Message `%FTD-3-325001: Router ipv6_address on interface has conflicting ND (Neighbor Discovery) settings`

Explanation Another router on the link sent router advertisements with conflicting parameters.

- **ipv6_address**—IPv6 address of the other router
- **interface**—Interface name of the link with the other router

Recommended Action Verify that all IPv6 routers on the link have the same parameters in the router advertisement for **hop_limit**, **managed_config_flag**, **other_config_flag**, **reachable_time** and **ns_interval**, and that preferred and valid lifetimes for the same prefix, advertised by several routers, are the same. To list the parameters per interface, enter the **show ipv6 interface** command.

325002

Error Message `%FTD-4-325002: Duplicate address ipv6_address/MAC_address on interface`

Explanation Another system is using your IPv6 address.

- **ipv6_address—**The IPv6 address of the other router
- **MAC_address—**The MAC address of the other system, if known; otherwise, it is considered unknown.
- **interface—**The interface name of the link with the other system

Recommended Action Change the IPv6 address of one of the two systems.

326001

Error Message `%FTD-3-326001: Unexpected error in the timer library: error_message`

Explanation A managed timer event was received without a context or a correct type, or no handler exists. Alternatively, if the number of events queued exceeds a system limit, an attempt to process them will occur at a later time.

Recommended Action If the problem persists, contact the Cisco TAC.

326002

Error Message `%FTD-3-326002: Error in error_message : error_message`

Explanation The IGMP process failed to shut down upon request. Events that are performed in preparation for this shutdown may be out-of-sync.

Recommended Action If the problem persists, contact the Cisco TAC.

326004

Error Message `%FTD-3-326004: An internal error occurred while processing a packet queue`

Explanation The IGMP packet queue received a signal without a packet.

Recommended Action If the problem persists, contact the Cisco TAC.

326005

Error Message `%FTD-3-326005: Mrib notification failed for (`*`IP_address`*`, `*`IP_address`*` )`

Explanation A packet triggering a data-driven event was received, and the attempt to notify the MRIB failed.

Recommended Action If the problem persists, contact the Cisco TAC.

326006

Error Message `%FTD-3-326006: Entry-creation failed for (`*`IP_address`*`, `*`IP_address`*` )`

Explanation The MFIB received an entry update from the MRIB, but failed to create the entry related to the addresses displayed. The probable cause is insufficient memory.

Recommended Action If the problem persists, contact the Cisco TAC.

326007

Error Message `%FTD-3-326007: Entry-update failed for (`*`IP_address`*`, `*`IP_address`*` )`

Explanation The MFIB received an interface update from the MRIB, but failed to create the interface related to the addresses displayed. The probable cause is insufficient memory.

Recommended Action If the problem persists, contact the Cisco TAC.

326008

Error Message `%FTD-3-326008: MRIB registration failed`

Explanation The MFIB failed to register with the MRIB.

Recommended Action If the problem persists, contact the Cisco TAC.

326009

Error Message `%FTD-3-326009: MRIB connection-open failed`

Explanation The MFIB failed to open a connection to the MRIB.

Recommended Action If the problem persists, contact the Cisco TAC.

326010

Error Message `%FTD-3-326010: MRIB unbind failed`

Explanation The MFIB failed to unbind from the MRIB.

Recommended Action If the problem persists, contact the Cisco TAC.

326011

Error Message `%FTD-3-326011: MRIB table deletion failed`

Explanation The MFIB failed to retrieve the table that was supposed to be deleted.

Recommended Action If the problem persists, contact the Cisco TAC.

326012

Error Message `%FTD-3-326012: Initialization of string functionality failed`

Explanation The initialization of a specified functionality failed. This component might still operate without the functionality.

Recommended Action If the problem persists, contact the Cisco TAC.

326013

Error Message `%FTD-3-326013: Internal error: string in string line %d (%s )`

Explanation A fundamental error occurred in the MRIB.

Recommended Action If the problem persists, contact the Cisco TAC.

326014

Error Message `%FTD-3-326014: Initialization failed: error_message error_message`

Explanation The MRIB failed to initialize.

Recommended Action If the problem persists, contact the Cisco TAC.

326015

Error Message `%FTD-3-326015: Communication error: error_message` **`error_message`**

Explanation The MRIB received a malformed update.

Recommended Action If the problem persists, contact the Cisco TAC.

326016

Error Message `%FTD-3-326016: Failed to set un-numbered interface for interface_name (string )`

Explanation The PIM tunnel is not usable without a source address. This situation occurs because a numbered interface cannot be found, or because of an internal error.

Recommended Action If the problem persists, contact the Cisco TAC.

326017

Error Message `%FTD-3-326017: Interface Manager error - string in string : string`

Explanation An error occurred while creating a PIM tunnel interface.

Recommended Action If the problem persists, contact the Cisco TAC.

326019

Error Message `%FTD-3-326019: string in string : string`

Explanation An error occurred while creating a PIM RP tunnel interface.

Recommended Action If the problem persists, contact the Cisco TAC.

326020

Error Message `%FTD-3-326020: List error in string : string`

Explanation An error occurred while processing a PIM interface list.

Recommended Action If the problem persists, contact the Cisco TAC.

326021

Error Message `%FTD-3-326021: Error in string : string`

Explanation An error occurred while setting the SRC of a PIM tunnel interface.

Recommended Action If the problem persists, contact the Cisco TAC.

326022

Error Message `%FTD-3-326022: Error in string : string`

Explanation The PIM process failed to shut down upon request. Events that are performed in preparation for this shutdown may be out-of-sync.

Recommended Action If the problem persists, contact the Cisco TAC.

326023

Error Message `%FTD-3-326023: string - IP_address : string`

Explanation An error occurred while processing a PIM group range.

Recommended Action If the problem persists, contact the Cisco TAC.

326024

Error Message `%FTD-3-326024: An internal error occurred while processing a packet queue.`

Explanation The PIM packet queue received a signal without a packet.

Recommended Action If the problem persists, contact the Cisco TAC.

326025

Error Message `%FTD-3-326025: string`

Explanation An internal error occurred while trying to send a message. Events scheduled to occur on the receipt of a message, such as deletion of the PIM tunnel IDB, may not occur.

Recommended Action If the problem persists, contact the Cisco TAC.

326026

Error Message `%FTD-3-326026: Server unexpected error: error_message`

ExplanationThe MRIB failed to register a client.

Recommended Action If the problem persists, contact the Cisco TAC.

326027

Error Message `%FTD-3-326027: Corrupted update: error_message`

ExplanationThe MRIB received a corrupt update.

Recommended Action If the problem persists, contact the Cisco TAC.

326028

Error Message `%FTD-3-326028: Asynchronous error: error_message`

ExplanationAn unhandled asynchronous error occurred in the MRIB API.

Recommended Action If the problem persists, contact the Cisco TAC.

327001

Error Message `%FTD-3-327001: IP SLA Monitor: Cannot create a new process`

ExplanationThe IP SLA monitor was unable to start a new process.

Recommended Action Check the system memory. If memory is low, then this is probably the cause. Try to reenter the commands when memory is available. If the problem persists, contact the Cisco TAC.

327002

Error Message `%FTD-3-327002: IP SLA Monitor: Failed to initialize, IP SLA Monitor functionality will not work`

ExplanationThe IP SLA monitor failed to initialize. This condition is caused by either the timer wheel function failing to initialize or a process not being created. Sufficient memory is probably not available to complete the task.

Recommended Action Check the system memory. If memory is low, then this is probably the cause. Try to reenter the commands when memory is available. If the problem persists, contact the Cisco TAC.

327003

Error Message `%FTD-3-327003: IP SLA Monitor: Generic Timer wheel timer functionality failed to initialize`

ExplanationThe IP SLA monitor cannot initialize the timer wheel.

Recommended Action Check the system memory. If memory is low, then the timer wheel function did not initialize. Try to reenter the commands when memory is available. If the problem persists, contact the Cisco TAC.

328001

Error Message `%FTD-3-328001: Attempt made to overwrite a set stub function in string .`

ExplanationA single function can be set as a callback for when a stub with a check registry is invoked. An attempt to set a new callback failed because a callback function has already been set.

- **string**—The name of the function

Recommended Action If the problem persists, contact the Cisco TAC.

328002

Error Message `%FTD-3-328002: Attempt made in string to register with out of bounds key`

Explanation In the FASTCASE registry, the key has to be smaller than the size specified when the registry was created. An attempt was made to register with a key out-of-bounds.

Recommended Action Copy the error message exactly as it appears, and report it to the Cisco TAC.

329001

Error Message `%FTD-3-329001: The string0 subblock named string1 was not removed`

ExplanationA software error has occurred. IDB subblocks cannot be removed.

- *string0* —SWIDB or HWIDB
- *string1* —The name of the subblock

Recommended Action If the problem persists, contact the Cisco TAC.

331001

Error Message `%FTD-3-331001: Dynamic DNS Update for 'fqdn_name ' = ip_address failed`

ExplanationThe dynamic DNS subsystem failed to update the resource records on the DNS server. This failure might occur if the Secure Firewall Threat Defense device is unable to contact the DNS server or the DNS service is not running on the destination system.

- *fqdn_name* —The fully qualified domain name for which the DNS update was attempted

- *ip_address* —The IP address of the DNS update

Recommended Action Make sure that a DNS server is configured and reachable by the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

331002

Error Message `%FTD-5-331002: Dynamic DNS type RR for ('fqdn_name ' - ip_address | ip_address - 'fqdn_name ') successfully updated in DNS server dns_server_ip`

Explanation A dynamic DNS update succeeded in the DNS server.

- *type* —The type of resource record, which may be A or PTR
- *fqdn_name* —The fully qualified domain name for which the DNS update was attempted
- *ip_address* —The IP address of the DNS update
- *dns_server_ip* —The IP address of the DNS server

Recommended Action None required.

332001

Error Message `%FTD-3-332001: Unable to open cache discovery socket, WCCP V2 closing down.`

Explanation An internal error that indicates the WCCP process was unable to open the UDP socket used to listen for protocol messages from caches.

Recommended Action Ensure that the IP configuration is correct and that at least one IP address has been configured.

332002

Error Message `%FTD-3-332002: Unable to allocate message buffer, WCCP V2 closing down.`

Explanation An internal error that indicates the WCCP process was unable to allocate memory to hold incoming protocol messages.

Recommended Action Ensure that enough memory is available for all processes.

332003

Error Message `%FTD-5-332003: Web Cache IP_address /service_ID acquired`

Explanation A service from the web cache of the Secure Firewall Threat Defense device was acquired.

- **IP_address**—The IP address of the web cache
- **service_ID**—The WCCP service identifier

Recommended Action None required.

332004

Error Message `%FTD-1-332004: Web Cache IP_address /service_ID lost`

Explanation A service from the web cache of the Secure Firewall Threat Defense device was lost.

- **IP_address**—The IP address of the web cache
- **service_ID**—The WCCP service identifier

Recommended Action Verify operation of the specified web cache.

333001

Error Message `%FTD-6-333001: EAP association initiated - context: EAP-context`

Explanation An EAP association has been initiated with a remote host.

- *EAP-context* —A unique identifier for the EAP session, displayed as an eight-digit hexadecimal number (for example, 0x2D890AE0)

Recommended Action None required.

333002

Error Message `%FTD-5-333002: Timeout waiting for EAP response - context:EAP-context`

Explanation A timeout occurred while waiting for an EAP response.

- *EAP-context* —A unique identifier for the EAP session displayed as an eight-digit hexadecimal number (for example, 0x2D890AE0)

Recommended Action None required.

333003

Error Message `%FTD-6-333003: EAP association terminated - context:EAP-context`

Explanation The EAP association has been terminated with the remote host.

- *EAP-context* —A unique identifier for the EAP session displayed as an eight-digit hexadecimal number (for example, 0x2D890AE0)

Recommended Action None required.

333004

Error Message `%FTD-7-333004: EAP-SQ response invalid - context:EAP-context`

Explanation The EAP-Status Query response failed basic packet validation.

- *EAP-context* —A unique identifier for the EAP session displayed as an eight-digit hexadecimal number (for example, 0x2D890AE0)

Recommended Action If the problem persists, contact the Cisco TAC.

333005

Error Message `%FTD-7-333005: EAP-SQ response contains invalid TLV(s) - context:EAP-context`

Explanation The EAP-Status Query response has one or more invalid TLVs.

- *EAP-context* —A unique identifier for the EAP session displayed as an eight-digit hexadecimal number (for example, 0x2D890AE0)

Recommended Action If the problem persists, contact the Cisco TAC.

333006

Error Message `%FTD-7-333006: EAP-SQ response with missing TLV(s) - context:EAP-context`

Explanation The EAP-Status Query response is missing one or more mandatory TLVs.

- *EAP-context* —A unique identifier for the EAP session displayed as an eight-digit hexadecimal number (for example, 0x2D890AE0)

Recommended Action If the problem persists, contact the Cisco TAC.

333007

Error Message `%FTD-7-333007: EAP-SQ response TLV has invalid length - context:EAP-context`

Explanation The EAP-Status Query response includes a TLV with an invalid length.

- *EAP-context* —A unique identifier for the EAP session displayed as an eight-digit hexadecimal number (for example, 0x2D890AE0)

Recommended Action If the problem persists, contact the Cisco TAC.

333008

Error Message `%FTD-7-333008: EAP-SQ response has invalid nonce TLV - context:EAP-context`

Explanation The EAP-Status Query response includes an invalid nonce TLV.

- *EAP-context* —A unique identifier for the EAP session displayed as an eight-digit hexadecimal number (for example, 0x2D890AE0)

Recommended Action If the problem persists, contact the Cisco TAC.

333009

Error Message `%FTD-6-333009: EAP-SQ response MAC TLV is invalid - context:EAP-context`

Explanation The EAP-Status Query response includes a MAC that does not match the calculated MAC.

- *EAP-context* —A unique identifier for the EAP session displayed as an eight-digit hexadecimal number (for example, 0x2D890AE0)

Recommended Action If the problem persists, contact the Cisco TAC.

333010

Error Message `%FTD-5-333010: EAP-SQ response Validation Flags TLV indicates PV request - context:EAP-context`

Explanation The EAP-Status Query response includes a validation flags TLV, which indicates that the peer requested a full posture validation.

Recommended Action None required.

334001

Error Message `%FTD-6-334001: EAPoUDP association initiated - host-address`

Explanation An EAPoUDP association has been initiated with a remote host.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.86.7.101)

Recommended Action None required.

334002

Error Message `%FTD-5-334002: EAPoUDP association successfully established - host-address`

Explanation An EAPoUDP association has been successfully established with the host.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.86.7.101)

Recommended Action None required.

334003

Error Message `%FTD-5-334003: EAPoUDP association failed to establish - host-address`

Explanation An EAPoUDP association has failed to establish with the host.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.86.7.101)

Recommended Action Verify the configuration of the Cisco Secure Access Control Server.

334004

Error Message `%FTD-6-334004: Authentication request for NAC Clientless host - host-address`

Explanation An authentication request was made for a NAC clientless host.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.86.7.101)

Recommended Action None required.

334005

Error Message `%FTD-5-334005: Host put into NAC Hold state - host-address`

Explanation The NAC session for the host was put into the Hold state.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.86.7.101)

Recommended Action None required.

334006

Error Message `%FTD-5-334006: EAPoUDP failed to get a response from host - host-address`

Explanation An EAPoUDP response was not received from the host.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.86.7.101)

Recommended Action None required.

334007

Error Message `%FTD-6-334007: EAPoUDP association terminated - host-address`

Explanation An EAPoUDP association has terminated with the host.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.86.7.101)

Recommended Action None required.

334008

Error Message `%FTD-6-334008: NAC EAP association initiated - host-address , EAP context: EAP-context`

Explanation EAPoUDP has initiated EAP with the host.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.86.7.101)
- *EAP-context* —A unique identifier for the EAP session displayed as an eight-digit, hexadecimal number (for example, 0x2D890AE0)

Recommended Action None required.

334009

Error Message `%FTD-6-334009: Audit request for NAC Clientless host - Assigned_IP.`

Explanation An audit request is being sent for the specified assigned IP address.

- *Assigned_IP* —The IP address assigned to the client

Recommended Action None required.

336001

Error Message `%FTD-3-336001 Route desination_network stuck-in-active state in EIGRP-ddb_name as_num. Cleaning up`

Explanation The SIA state means that an EIGRP router has not received a reply to a query from one or more neighbors within the time allotted (approximately three minutes). When this happens, EIGRP clears the neighbors that did not send a reply and logs an error message for the route that became active.

- *destination_network* —The route that became active
- *ddb_name* —IPv4
- *as_num* —The EIGRP router

Recommended Action Check to see why the router did not get a response from all of its neighbors and why the route disappeared.

336002

Error Message `%FTD-3-336002: Handle handle_id is not allocated in pool.`

Explanation The EIGRP router is unable to find the handle for the next hop.

- *handle_id* —The identity of the missing handle

Recommended Action If the problem persists, contact the Cisco TAC.

336003

Error Message `%FTD-3-336003: No buffers available for bytes byte packet`

Explanation The DUAL software was unable to allocate a packet buffer. The Secure Firewall Threat Defense device may be out of memory.

- *bytes* —Number of bytes in the packet

Recommended Action Check to see if the Secure Firewall Threat Defense device is out of memory by entering the **show mem** or **show tech** command. If the problem persists, contact the Cisco TAC.

336004

Error Message `%FTD-3-336004: Negative refcount in pakdesc pakdesc.`

Explanation The reference count packet count became negative.

- *pakdesc* —Packet identifier

Recommended Action If the problem persists, contact the Cisco TAC.

336005

Error Message `%FTD-3-336005: Flow control error, error , on interface_name.`

Explanation The interface is flow blocked for multicast. Qelm is the queue element, and in this case, the last multicast packet on the queue for this particular interface.

- *error* —Error statement: Qelm on flow ready
- *interface_name* —Name of the interface on which the error occurred

Recommended Action If the problem persists, contact the Cisco TAC.

336006

Error Message `%FTD-3-336006: num peers exist on IIDB interface_name.`

Explanation Peers still exist on a particular interface during or after cleanup of the IDB of the EIGRP.

- *num* —The number of peers
- *interface_name* —The interface name

Recommended Action If the problem persists, contact the Cisco TAC.

336007

Error Message `%FTD-3-336007: Anchor count negative`

Explanation An error occurred and the count of the anchor became negative when it was released.

Recommended Action If the problem persists, contact the Cisco TAC.

336008

Error Message `%FTD-3-336008: Lingering DRDB deleting IIDB, dest network, nexthop address (interface), origin origin_str`

Explanation An interface is being deleted and some lingering DRDB exists.

- network—The destination network
- address—The nexthop address
- interface—The nexthop interface
- origin_str—String defining the origin

Recommended Action If the problem persists, contact the Cisco TAC.

336009

Error Message `%FTD-3-336009 ddb_name as_id: Internal Error`

Explanation An internal error occurred.

- *ddb_name* —PDM name (for example, IPv4 PDM)
- *as_id* —Autonomous system ID

Recommended Action If the problem persists, contact the Cisco TAC.

336010

Error Message `%FTD-5-336010 EIGRP-ddb_name tableid as_id: Neighbor address (%interface) is event_msg: msg`

Explanation A neighbor went up or down.

- *ddb_name* —IPv4
- *tableid* — Internal ID for the RIB
- *as_id* —Autonomous system ID
- *address* —IP address of the neighbor
- *interface* —Name of the interface
- *event_msg* — Event that is occurring for the neighbor (that is, up or down)
- *msg* —Reason for the event. Possible *event_msg* and *msg* value pairs include:

- resync: peer graceful-restart

- down: holding timer expired

- up: new adjacency

- down: Auth failure

- down: Stuck in Active

- down: Interface PEER-TERMINATION received

- down: K-value mismatch

- down: Peer Termination received

- down: stuck in INIT state

- down: peer info changed

- down: summary configured

- down: Max hopcount changed

- down: metric changed

- down: [No reason]

Recommended Action Check to see why the link on the neighbor is going down or is flapping. This may be a sign of a problem, or a problem may occur because of this.

336011

Error Message `%FTD-6-336011: event event`

Explanation A dual event occurred. The events can be one of the following:

- Redist rt change
- SIA Query while Active

Recommended Action If the problem persists, contact the Cisco TAC.

336012

Error Message `%FTD-3-336012: Interface interface_names going down and neighbor_links links exist`

Explanation An interface is going down or is being removed from routing through IGRP, but not all links (neighbors) have been removed from the topology table.

Recommended Action If the problem persists, contact the Cisco TAC.

336013

Error Message `%FTD-3-336013: Route iproute, iproute_successors successors, db_successors rdbs`

Explanation A hardware or software error occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

336014

Error Message `%FTD-3-336014: "EIGRP_PDM_Process_name, event_log"`

Explanation A hardware or software error occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

336015

Error Message `%FTD-3-336015: "Unable to open socket for AS as_number"`

Explanation A hardware or software error occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

336016

Error Message `%FTD-3-336016: Unknown timer type timer_type expiration`

Explanation A hardware or software error occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

336019

Error Message `%FTD-3-336019: process_name as_number: prefix_source threshold prefix level (prefix_threshold) reached`

Explanation The number of prefixes in the topology database has reached the configured or default threshold level. The prefix source may be any of the following:

- Neighbor
- Redistributed
- Aggregate

Recommended Action Use the **show eigrp accounting** command to obtain details about the source of the prefixes and take corrective action.

337000

Error Message `%FTD-6-337000: Created BFD session with local discriminator <id> on <real_interface> with neighbor <real_host_ip>`

Explanation This syslog message indicates that a BFD active session has been created.

- id— A numerical field that denotes the local discriminator value for a particular BFD session
- real_interface— The interface nameif on which the BFD session is running
- real_host_ip— The IP address of the neighbor with which the BFD session has come up

Recommended Action None.

337001

Error Message `%FTD-6-337001: Terminated BFD session with local discriminator <id> on <real_interface> with neighbor <real_host_ip> due to <failure_reason>`

Explanation This syslog message indicates that an active BFD session has been terminated.

- id— A numerical field that denotes the local discriminator value for a particular BFD session
- real_interface— The interface nameif on which the BFD session is running
- real_host_ip— The IP address of the neighbor with which the BFD session has come up
- failure_reason— One of the following failure reasons: BFD going down on peer's side, BFD configuration removal on peer's side, Detection timer expiration, Echo function failure, Path to peer going down, Local BFD configuration removal, BFD client configuration removal

Recommended Action None.

337005

Error Message `%FTD-4-337005: Phone Proxy SRTP: Media session not found for media_term_ip/media_term_port for packet from in_ifc:src_ip/src_port to out_ifc:dest_ip/dest_port`

Explanation The adaptive security appliance received an SRTP or RTP packet that was destined to go to the media termination IP address and port, but the corresponding media session to process this packet was not found.

- in_ifc—The input interface
- src_ip—The source IP address of the packet
- src_port—The source port of the packet
- out_ifc—The output interface
- dest_ip—The destination IP address of the packet
- dest_port—The destination port of the packet.

Recommended Action If this message occurs at the end of the call, it is considered normal because the signaling messages may have released the media session, but the endpoint is continuing to send a few SRTP or RTP packets. If this message occurs for an odd-numbered media termination port, the endpoint is sending RTCP, which must be disabled from the CUCM. If this message happens continuously for a call, debug the signaling message transaction either using phone proxy debug commands or capture commands to determine if the signaling messages are being modified with the media termination IP address and port..

339006

Error Message `%FTD-3-339006: Umbrella resolver current resolver ipv46 is reachable, resuming Umbrella redirect.`

Explanation Umbrella had failed to open, and the resolver was unreachable. The resolver is now reacheable and service is resumed.

Recommended Action None.

339007

Error Message `%FTD-3-339007: Umbrella resolver current resolver ipv46 is unreachable, moving to fail-open. Starting probe to resolver.`

Explanation Umbrella fail-open has been configured and a resolver unreachabilty has been detected.

Recommended Action Check the network settings for reachability to the Umbrella resolvers.

339008

Error Message `%FTD-3-339008: Umbrella resolver current resolver ipv46 is unreachable, moving to fail-close.`

Explanation Umbrella fail-open has NOT been configured and a resolver unreachabilty has been detected.

Recommended Action Check the network settings for reachability to the Umbrella resolvers.

340001

Error Message `%FTD-3-340001: Loopback-proxy error: error_string context id context_id , context type = version /request_type /address_type client socket (internal)= client_address_internal /client_port_internal server socket (internal)= server_address_internal /server_port_internal server socket (external)= server_address_external /server_port_external remote socket (external)= remote_address_external /remote_port_external`

Explanation Loopback proxy allows third-party applications running on the Secure Firewall Threat Defense device to access the network. The loopback proxy encountered an error.

- *context_id*— A unique, 32-bit context ID that is generated for each loopback client proxy request
- *version* —The protocol version
- *request_type* —The type of request, which can be one of the following: TC (TCP connection), TB (TCP bind), or UA (UDP association)
- *address_type* —The types of addresses, which can be one of the following: IP4 (IPv4), IP6 (IPv6), or DNS (domain name service)
- *client_address_internal/server_address_internal*— The addresses that the loopback client and the loopback server used for communication
- *client_port_internal* /*server_port_internal*— The ports that the loopback client and the loopback server used for communication
- *server_address_external* /*remote_address_external* —The addresses that the loopback server and the remote host used for communication
- *server_port_external* /*remote_port_external* —The ports that the loopback server and the remote host used for communication
- *error_string* —The error string that may help troubleshoot the problem

Recommended Action Copy the syslog message and contact the Cisco TAC.

340002

Error Message `%FTD-6-340002: Loopback-proxy info: error_string context id context_id , context type = version /request_type /address_type client socket (internal)=`

```
client_address_internal /client_port_internal server socket (internal)=
server_address_internal /server_port_internal server socket (external)=
server_address_external /server_port_external remote socket (external)=
remote_address_external /remote_port_external
```

Explanation Loopback proxy allows third-party applications running on the Secure Firewall Threat Defense device to access the network. The loopback proxy generated debugging information for use in troubleshooting.

- *context_id*— A unique, 32-bit context ID that is generated for each loopback client proxy request
- *version* —The protocol version
- *request_type* —The type of request, which can be one of the following: TC (TCP connection), TB (TCP bind), or UA (UDP association)
- *address_type* —The types of addresses, which can be one of the following: IP4 (IPv4), IP6 (IPv6), or DNS (domain name service)
- *client_address_internal/server_address_internal*— The addresses that the loopback client and the loopback server used for communication
- *client_port_internal* /*server_port_internal*— The ports that the loopback client and the loopback server used for communication
- *server_address_external* /*remote_address_external* —The addresses that the loopback server and the remote host used for communication
- *server_port_external* /*remote_port_external* —The ports that the loopback server and the remote host used for communication
- *error_string* —The error string that may help troubleshoot the problem

Recommended Action Copy the syslog message and contact the Cisco TAC.

341001

Error Message `%FTD-6-341001: Policy Agent started successfully for VNMC vnmc_ip_addr`

Explanation The policy agent processes (DME, ducatiAG, and commonAG) started successfully.

- *vnmc_ip_addr* —-The IP address of the VNMC server

Recommended Action None.

341002

Error Message `%FTD-6-341002: Policy Agent stopped successfully for VNMC vnmc_ip_addr`

Explanation The policy agent processes (DME, ducatiAG, and commonAG) were stopped.

- *vnmc_ip_addr* —-The IP address of the VNMC server

Recommended Action None.

341003

Error Message `%FTD-3-341003: Policy Agent failed to start for VNMC vnmc_ip_addr`

Explanation The policy agent failed to start.

- *vnmc_ip_addr* —-The IP address of the VNMC server

Recommended Action Check for console history and the disk0:/pa/log/vnm_pa_error_status for error messages. To retry starting the policy agent, issue the **registration host** command again.

341004

Error Message `%FTD-3-341004: Storage device not available: Attempt to shutdown module %s failed.`

Explanation All SSDs have failed or been removed with the system in Up state. The system has attempted to shut down the software module, but that attempt has failed.

- *%s* —The software module (for example, cxsc)

Recommended Action Replace the remved or failed drive and reload the Secure Firewall Threat Defense device.

341005

Error Message `%FTD-3-341005: Storage device not available. Shutdown issued for module %s .`

Explanation All SSDs have failed or been removed with the system in Up state. The system is shutting down the software module.

- *%s* —The software module (for example, cxsc)

Recommended Action Replace the removed or failed drive and reload the software module.

341006

Error Message `%FTD-3-341006: Storage device not available. Failed to stop recovery of module %s .`

Explanation All SSDs have failed or been removed with the system in recorvery state. The system attempted to stop the recover, but that attempt failed.

- *%s* —The software module (for example, cxsc)

Recommended Action Replace the removed or failed drive and reload the Secure Firewall Threat Defense device.

341007

Error Message `%FTD-3-341007: Storage device not available. Further recovery of module %s was stopped. This may take several minutes to complete.`

Explanation All SSDs have failed or been removed with the system in recovery state. The system is stopping the recovery of the softwaremodule.

- *%s* —The software module (for example, cxsc)

Recommended Action Replace the removed or failed drive and reload the software module.

341008

Error Message `%FTD-3-341008: Storage device not found. Auto-boot of module %s cancelled. Install drive and reload to try again.`

Explanation After getting the system into Up state, all SSDs have failed or been removed before reloading the system. Because the default action during boot is to auto-boot the software module, that action is blocked because there is no storage device available.

Recommended Action Replace the removed or failed drive and reload the software module.

341010

Error Message `%FTD-6-341010: Storage device with serial number ser_no [inserted into | removed from] bay bay_no`

Explanation The Secure Firewall Threat Defense device has detected insertion or removal events and generates this syslog message immediately.

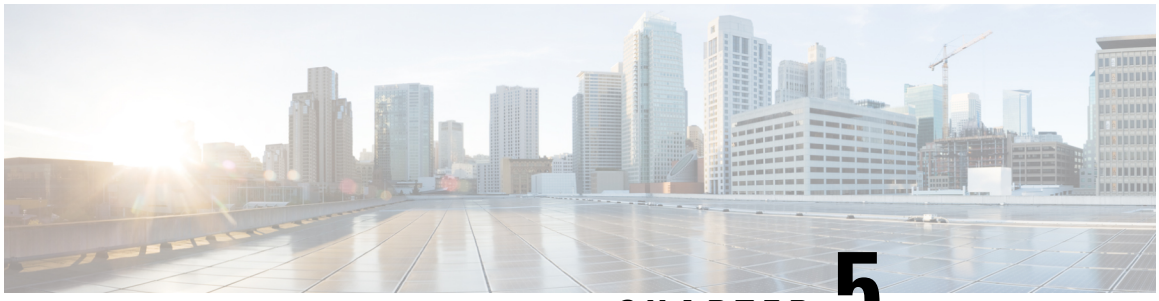
Recommended Action None required.

341011

Error Message `%FTD-3-341011: Storage device with serial number ser_no in bay bay_no faulty.`

Explanation The Secure Firewall Threat Defense device polls the hard disk drive (HDD) health status every 10 minutes and generates this syslog message if the HDD is in a failed state.

Recommended Action None required.



CHAPTER 5

Syslog Messages 401001 to 450001

This chapter contains the following sections:

Messages 401001 to 409128

This chapter includes messages from 401001 to 409128.

401001

Error Message `%FTD-4-401001: Shuns cleared`

Explanation The **clear shun** command was entered to remove existing shuns from memory. An institution to keep a record of shunning activity was allowed.

Recommended Action None required.

401002

Error Message `%FTD-4-401002: Shun added: IP_address` *`IP_address`* `port` *`port`*

Explanation A **shun** command was entered, where the first IP address is the shunned host. The other addresses and ports are optional and are used to terminate the connection if available. An institution to keep a record of shunning activity was allowed.

Recommended Action None required.

401003

Error Message `%FTD-4-401003: Shun deleted:` *`IP_address`*

ExplanationA single shunned host was removed from the shun database. An institution to keep a record of shunning activity was allowed.

Recommended Action None required.

401004

Error Message `%FTD-4-401004: Shunned packet: IP_address = IP_address on interface interface_name`

ExplanationA packet was dropped because the host defined by IP SRC is a host in the shun database. A shunned host cannot pass traffic on the interface on which it is shunned. For example, an external host on the Internet can be shunned on the outside interface. A record of the activity of shunned hosts was provided. This message and message %threat defense-4-401005 can be used to evaluate further risk concerning this host.

Recommended Action None required.

401005

Error Message `%FTD-4-401005: Shun add failed: unable to allocate resources for IP_address IP_address port port`

ExplanationThe Secure Firewall Threat Defense device is out of memory; a shun cannot be applied.

Recommended Action The Cisco IPS should continue to attempt to apply this rule. Try to reclaim memory and reapply a shun manually, or wait for the Cisco IPS to do this.

402114

Error Message `%FTD-4-402114: IPSEC: Received an protocol packet (SPI=spi , sequence number=seq_num ) from remote_IP to local_IP with an invalid SPI.`

- >*protocol*— IPsec protocol
- >*spi*— IPsec Security Parameter Index
- seq_num>— IPsec sequence number
- remote_IP>— IP address of the remote endpoint of the tunnel
- >*username*— Username associated with the IPsec tunnel
- local_IP>— IP address of the local endpoint of the tunnel

ExplanationAn IPsec packet was received that specifies an SPI that does not exist in the SA database. This may be a temporary condition caused by slight differences in aging of SAs between the IPsec peers, or it may be because the local SAs have been cleared. It may also indicate incorrect packets sent by the IPsec peer, which may be part of an attack. This message is rate limited to no more than one message every five seconds.

Recommended Action The peer may not acknowledge that the local SAs have been cleared. If a new connection is established from the local router, the two peers may then reestablish connection successfully. Otherwise, if the problem occurs for more than a brief period, either attempt to establish a new connection or contact the peer administrator.

402115

Error Message `%FTD-4-402115: IPSEC: Received a packet from remote_IP to local_IP containing act_prot data instead of exp_prot data.`

Explanation An IPsec packet was received that is missing the expected ESP header. The peer is sending packets that do not match the negotiated security policy, which may indicate an attack. This message is rate limited to no more than one message every five seconds.

- remote_IP>— IP address of the remote endpoint of the tunnel
- local_IP>— IP address of the local endpoint of the tunnel
- >*act_prot*— Received IPsec protocol
- >*exp_prot*— Expected IPsec protocol

Recommended Action Contact the administrator of the peer.

402116

Error Message `%FTD-4-402116: IPSEC: Received an protocol packet (SPI=spi , sequence number=seq_num) from remote_IP (username) to local_IP . The decapsulated inner packet doesn't match the negotiated policy in the SA. The packet specifies its destination as pkt_daddr , its source as pkt_saddr , and its protocol as pkt_prot . The SA specifies its local proxy as id_daddr /id_dmask /id_dprot /id_dport and its remote proxy as id_saddr /id_smask /id_sprot /id_sport .`

ExplanationA decapsulated IPsec packet does not match the negotiated identity. The peer is sending other traffic through this security association, which may be caused by a security association selection error by the peer, or it may be part of an attack. This message is rate limited to no more than one message every five seconds.

- >*protocol*— IPsec protocol
- >*spi*— IPsec Security Parameter Index
- seq_num>— IPsec sequence number
- remote_IP>— IP address of the remote endpoint of the tunnel
- >*username*— Username associated with the IPsec tunnel
- local_IP>— IP address of the local endpoint of the tunnel
- pkt_daddr>— Destination address from the decapsulated packet
- pkt_saddr>— Source address from the decapsulated packet
- pkt_prot>— Transport protocol from the decapsulated packet
- id_daddr>— Local proxy IP address
- id_dmask>— Local proxy IP subnet mask
- id_dprot>— Local proxy transport protocol
- id_dport>— Local proxy port
- id_saddr>— Remote proxy IP address
- id_smask>— Remote proxy IP subnet mask
- id_sprot>— Remote proxy transport protocol
- id_sport>— Remote proxy port

Recommended Action Contact the administrator of the peer and compare policy settings.

402117

Error Message `%FTD-4-402117: IPSEC: Received a non-IPsec (protocol ) packet from remote_IP to local_IP .`

ExplanationThe received packet matched the crypto map ACL, but it is not IPsec-encapsulated. The IPsec peer is sending unencapsulated packets. This error can occur because of a policy setup error on the peer. For example, the firewall may be configured to only accept encrypted Telnet traffic to the outside interface port 23. If you attempt to use Telnet without IPsec encryption to access the outside interface on port 23, this

message appears, but not with Telnet or traffic to the outside interface on ports other than 23. This error can also indicate an attack. This message is not generated except under these conditions (for example, it is not generated for traffic to the Secure Firewall Threat Defense interfaces themselves). See messages 710001, 710002, and 710003, which track TCP and UDP requests. This message is rate limited to no more than one message every five seconds.

- >*protocol*— IPsec protocol
- remote_IP>— IP address of the remote endpoint of the tunnel
- local_IP>— IP address of the local endpoint of the tunnel

Recommended Action Contact the administrator of the peer to compare policy settings.

402118

Error Message `%FTD-4-402118: IPSEC: Received an protocol packet (SPI=spi , sequence number seq_num ) from remote_IP (username ) to local_IP containing an illegal IP fragment of length frag_len with offset frag_offset .`

Explanation A decapsulatd IPsec packet included an IP fragment with an offset less than or equal to 128 bytes. The latest version of the security architecture for IP RFC recommends 128 bytes as the minimum IP fragment offset to prevent reassembly attacks. This may be part of an attack. This message is rate limited to no more than one message every five seconds.

- >*protocol*— IPsec protocol
- >*spi*— IPsec Security Parameter Index
- seq_num>— IPsec sequence number
- remote_IP>— IP address of the remote endpoint of the tunnel
- >*username*— Username associated with the IPsec tunnel
- local_IP>— IP address of the local endpoint of the tunnel
- frag_len>— IP fragment length
- frag_offset>— IP fragment offset in bytes

Recommended Action Contact the administrator of the remote peer to compare policy settings.

402119

Error Message `%FTD-4-402119: IPSEC: Received an protocol packet (SPI=spi , sequence number=seq_num ) from remote_IP (username ) to local_IP that failed anti-replay checking.`

ExplanationAn IPsec packet was received with an invalid sequence number. The peer is sending packets including sequence numbers that may have been previously used. This message indicates that an IPsec packet has been received with a sequence number outside of the acceptable window. This packet will be dropped by IPsec as part of a possible attack. This message is rate limited to no more than one message every five seconds.

- >*protocol*— IPsec protocol
- >*spi*— IPsec Security Parameter Index
- seq_num>— IPsec sequence number
- remote_IP>— IP address of the remote endpoint of the tunnel
- >*username*— Username associated with the IPsec tunnel
- local_IP>— IP address of the local endpoint of the tunnel

Recommended Action Contact the administrator of the peer.

402120

Error Message `%FTD-4-402120: IPSEC: Received an protocol packet (SPI=spi , sequence number=seq_num ) from remote_IP (username ) to local_IP that failed authentication.`

Explanation An IPsec packet was received and failed authentication. The packet is dropped. The packet may have been corrupted in transit, or the peer may be sending invalid IPsec packets, which may indicate an attack if many of these packets were received from the same peer. This message is rate limited to no more than one message every five seconds.

- >*protocol*— IPsec protocol
- >*spi*— IPsec Security Parameter Index
- seq_num>— IPsec sequence number
- remote_IP>— IP address of the remote endpoint of the tunnel
- >*username*— Username associated with the IPsec tunnel
- local_IP>— IP address of the local endpoint of the tunnel

Recommended Action Contact the administrator of the remote peer if many failed packets were received.

402121

Error Message `%FTD-4-402121: IPSEC: Received an protocol packet (SPI=spi , sequence number=seq_num ) from peer_addr (username ) to lcl_addr that was dropped by IPsec (drop_reason ).`

Explanation An IPsec packet to be decapsulated was received and subsequently dropped by the IPsec subsystem. This may indicate a problem with the Secure Firewall Threat Defense configuration or with the Secure Firewall Threat Defense device itself.

- >*protocol*— IPsec protocol
- >*spi*— IPsec Security Parameter Index
- seq_num>— IPsec sequence number
- peer_addr>— IP address of the remote endpoint of the tunnel
- >*username*— Username associated with the IPsec tunnel
- lcl_addr>— IP address of the local endpoint of the tunnel
- drop_reason>— Reason that the packet was dropped

Recommended Action If the problem persists, contact the Cisco TAC.

402122

Error Message `%FTD-4-402122: Received a cleartext packet from src_addr to dest_addr that was to be encapsulated in IPsec that was dropped by IPsec (drop_reason ).`

Explanation A packet to be encapsulated in IPsec was received and subsequently dropped by the IPsec subsystem. This may indicate a problem with the Secure Firewall Threat Defense configuration or with the Secure Firewall Threat Defense device itself.

- *src_addr* >— Source IP address
- *dest_addr* >— Destination> IP address
- drop_reason>— Reason that the packet was dropped

Recommended Action If the problem persists, contact the Cisco TAC.

402123

Error Message `%FTD-4-402123: CRYPTO: The accel_type hardware accelerator encountered an error (code=error_string ) while executing crypto command command .`

Explanation An error was detected while running a crypto command with a hardware accelerator, which may indicate a problem with the accelerator. This type of error may occur for a variety of reasons, and this message supplements the crypto accelerator counters to help determine the cause.

- accel_type—Hardware accelerator type
- >*error_string*— Code indicating the type of error
- command—Crypto command that generated the error

Recommended Action If the problem persists, contact the Cisco TAC.

402124

Error Message `%FTD-4-402124: CRYPTO: The threat defense hardware accelerator encountered an error (Hardware error address, Core, Hardware error code, IstatReg, PciErrReg, CoreErrStat, CoreErrAddr, Doorbell Size, DoorBell Outstanding, SWReset).`

Explanation The crypto hardware chip has reported a fatal error, indicating that the chip is inoperable. The information from this message captures the details to allow further analysis of the problem. The crypto chip is reset when this condition is detected to unobtrusively allow the Secure Firewall Threat Defense device to continue functioning. Also, the crypto environment at the time this issue is detected is written to a crypto archive directory on flash to provide further debugging information. Various parameters related to the crypto hardware are included in this message, as follows:

- HWErrAddr>— Hardware address (set by crypto chip)
- Core>— Crypto core experiencing the error
- HwErrCode>— Hardware error code (set by crypto chip)
- IstatReg>— Interrupt status register (set by crypto chip)
- PciErrReg>— PCI error register (set by crypto chip)
- CoreErrStat>— Core error status (set by crypto chip)
- CoreErrAddr>— Core error address (set by crypto chip)
- Doorbell Size>— Maximum crypto commands allowed
- DoorBell Outstanding>— Crypto commands outstanding
- SWReset>— Number of crypto chip resets since boot

Note The %threat defense-vpn-4-402124: CRYPTO: The threat defense hardware accelerator encountered an error (HWErrAddr= 0x40EE9800, Core= 0, HwErrCode= 23, IstatReg= 0x8, PciErrReg= 0x0, CoreErrStat= 0x41, CoreErrAddr= 0x844E9800, Doorbell Size[0]= 2048, DoorBell Outstanding[0]= 0, Doorbell Size[1]= 0, DoorBell Outstanding[1]= 0, SWReset= 99) error message indicates a AnyConnect problem and the workaround for this to upgrade to AnyConnect 3.1.x.

Recommended Action Forward the message information to the Cisco TAC for further analysis.

402125

Error Message `%FTD-4-402125: The threat defense hardware accelerator ring timed out (parameters ).`

Explanation The crypto driver has detected that either the IPSEC descriptor ring or SSL/Admin descriptor ring is no longer progressing, meaning the crypto chip no longer appears to be functioning. The crypto chip is reset when this condition is detected to unobtrusively allow the Secure Firewall Threat Defense device to continue functioning. Also, the crypto environment at the time this issue was detected was written to a crypto archive directory on flash to provide further debugging information.

- >*ring*— IPSEC or Admin ring
- *parameters* >— Include the following:

- Desc>— Descriptor address

- CtrlStat>— Control/status value

- ResultP>— Success pointer

- ResultVal>— Success value

- Cmd>— Crypto command

- CmdSize>— Command size

- Param>— Command parameters

- Dlen>— Data length

- DataP>— Data pointer

- CtxtP>— VPN context pointer

- SWReset>— Number of crypto chip resets since boot

Recommended Action Forward the message information to the Cisco TAC for further analysis.

402126

Error Message `%FTD-4-402126: CRYPTO: The threat defense created Crypto Archive File Archive Filename as a Soft Reset was necessary. Please forward this archived information to Cisco.`

Explanation A functional problem with the hardware crypto chip was detected (see syslog messages 402124 and 402125). To further debug the crypto problem, a crypto archive file was generated that included the current crypto hardware environment (hardware registers and crypto description entries). At boot time, a crypto_archive directory was automatically created on the flash file system (if it did not exist previously). A maximum of two crypto archive files are allowed to exist in this directory.

- >*Archive Filename*— The name of the crypto archive file name. The crypto archive file names are of the form, crypto_arch_x.bin, where x = (1 or 2).

Recommended Action Forward the crypto archive files to the Cisco TAC for further analysis.

402127

Error Message `%FTD-4-402127: CRYPTO: The threat defense is skipping the writing of latest Crypto Archive File as the maximum # of files, max_number, allowed have been written to`

archive_directory . Please archive & remove files from *Archive Directory* if you want more Crypto Archive Files saved.

Explanation A functional problem with the hardware crypto chip was detected (see messages 4402124 and 4402125). This message indicates a crypto archive file was not written, because the maximum number of crypto archive files already existed.

- *max_number* >— Maximum number of files allowed in the archive directory; currently set to two
- >*archive_directory*— Name of the archive directory

Recommended Action Forward previously generated crypto archive files to the Cisco TAC. Remove the previously generated archive file(s) so that more can be written (if deemed necessary).

402128

Error Message %FTD-5-402128: CRYPTO: An attempt to allocate a large memory block failed, size: *size* , limit: *limit*

Explanation An SSL connection is attempting to use more memory than allowed. The request has been denied.

- *size* —The size of the memory block being allocated
- *limit* —The maximum size of allocated memory permitted

Recommended Action If this message persists, an SSL denial of service attack may be in progress. Contact the remote peer administrator or upstream provider.

402129

Error Message %FTD-6-402129: CRYPTO: An attempt to release a DMA memory block failed, location: *address*

Explanation An internal software error has occurred.

- *address* —The address being freed

Recommended Action Contact the Cisco TAC for assistance.

402130

Error Message %FTD-6-402130: CRYPTO: Received an ESP packet (SPI = xxxxxxxxxx, sequence number=xxxx) from 172.16.0.1 (user=user) to 192.168.0.2 with incorrect IPsec padding.

Explanation The Secure Firewall Threat Defense device crypto hardware accelerator detected an IPsec packet with invalid padding. The ATT VPN client sometimes pads IPsec packets incorrectly.

- *SPI* —The SPI associated with the packet
- *sequence number* —The sequence number associated with the packet
- *user* —Username string
- *padding* —Padding data from the packet

Recommended Action While this message is None required and does not indicate a problem with the Secure Firewall Threat Defense device, customers using the ATT VPN client may wish to upgrade their VPN client software.

402131

Error Message `%FTD-4-402131: CRYPTO: status changing the accel_instance hardware accelerator's configuration bias from old_config_bias to new_config_bias .`

Explanation The hardware accelerator configuration has been changed on the Secure Firewall Threat Defense device. Some Secure Firewall Threat Defense platforms have multiple hardware accelerators. One syslog message is generated for each hardware accelerator change.

- *status* —Indicates success or failure
- *accel_instance* —The instance of the hardware accelerator
- *old_config_bias* —The old configuration
- *new_config_bias* —The new configuration

Recommended Action If any of the accelerators fails when attempting to change its configuration, collect logging information and contact the Cisco TAC. If a failure occurs, the software will retry the configuration change multiple times. The software will fall back to the original configuration bias if the retry attempts fail. If multiple attempts to reconfigure the hardware accelerator fail, it may indicate a hardware failure.

402140

Error Message `%FTD-3-402140: CRYPTO: RSA key generation error: modulus len len`

Explanation An error occurred during an RSA public key pair generation.

- *len* —The prime modulus length in bits

Recommended Action Contact the Cisco TAC for assistance.

402141

Error Message `%FTD-3-402141: CRYPTO: Key zeroization error: key set type , reason reason`

Explanation An error occurred during an RSA public key pair generation.

- *type* —The key set type, which can be any of the following: DH, RSA, DSA, or unknown
- *reason* —The unexpected crypto session type

Recommended Action Contact the Cisco TAC for assistance.

402142

Error Message `%FTD-3-402142: CRYPTO: Bulk data op error: algorithm alg , mode mode`

Explanation An error occurred during a symmetric key operation.

- *op* —The operation, which can be either encryption or decryption
- *alg* —The encryption algorithm, which can be any of the following: DES, 3DES, AES, or RC4
- *mode* —The mode, which can be any of the following: CBC, CTR, CFB, ECB, stateful-RC4, or stateless-RC4

Recommended Action Contact the Cisco TAC for assistance.

402143

Error Message `%FTD-3-402143: CRYPTO: alg type key op`

Explanation An error occurred during an asymmetric key operation.

- *alg* —The encryption algorithm, which can be either RSA or DSA
- *type* —The key type, which can be either public or private
- *op* —The operation, which can be either encryption or decryption

Recommended Action Contact the Cisco TAC for assistance.

402144

Error Message `%FTD-3-402144: CRYPTO: Digital signature error: signature algorithm sig , hash algorithm hash`

Explanation An error occurred during digital signature generation.

- *sig* —The signature algorithm, which can be either RSA or DSA
- *hash* —The hash algorithm, which can be any of the following: MD5, SHA1, SHA256, SHA384, or SHA512

Recommended Action Contact the Cisco TAC for assistance.

402145

Error Message `%FTD-3-402145: CRYPTO: Hash generation error: algorithm hash`

Explanation A hash generation error occurred.

- *hash* —The hash algorithm, which can be any of the following: MD5, SHA1, SHA256, SHA384, or SHA512

Recommended Action Contact the Cisco TAC for assistance.

402146

Error Message `%FTD-3-402146: CRYPTO: Keyed hash generation error: algorithm hash , key len len`

Explanation A keyed hash generation error occurred.

- *hash* —The hash algorithm, which can be any of the following: MD5, SHA1, SHA256, SHA384, or SHA512
- *len* —The key length in bits

Recommended Action Contact the Cisco TAC for assistance.

402147

Error Message `%FTD-3-402147: CRYPTO: HMAC generation error: algorithm alg`

Explanation An HMAC generation error occurred.

- *alg* —The HMAC algorithm, which can be any of the following: HMAC-MD5, HMAC-SHA1, HMAC-SHA2, or AES-XCBC

Recommended Action Contact the Cisco TAC for assistance.

402148

Error Message `%FTD-3-402148: CRYPTO: Random Number Generator error`

Explanation A random number generator error occurred.

Recommended Action Contact the Cisco TAC for assistance.

402149

Error Message `%FTD-3-402149: CRYPTO: weak encryption type (length ). Operation disallowed. Not FIPS 140-2 compliant`

Explanation The Secure Firewall Threat Defense device tried to use an RSA key that is less than 2048 bits or DH groups 1, 2, or 5.

- *encryption type* —The encryption type
- *length* —The RSA key length or DH group number

Recommended Action Configure the Secure Firewall Threat Defense device or external application to use an RSA key that is at least 2048 bits, or to configure a DH group that is not 1, 2, or 5.

402150

Error Message `%FTD-3-402150: CRYPTO: Deprecated hash algorithm used for RSA operation (hash alg ). Operation disallowed. Not FIPS 140-2 compliant`

Explanation An unacceptable hashing algorithm has been used for digital certificate signing or verification for FIPS 140-2 certification.

- *operation* —Sign or verify
- *hash alg* —The name of the unacceptable hashing algorithm

Recommended Action Make sure that you use the minimum acceptable hashing algorithm for digital certificate signing or verification for FIPS 140-2 certification. These include SHA-256, SHA-384, and SHA-512.

403500

Error Message `%FTD-6-403500: PPPoE - Service name 'any' not received in PADO. Intf:interface_name AC:ac_name .`

Explanation The Secure Firewall Threat Defense device requested the PPPoE service *any* from the access controller at the Internet service provider. The response from the service provider includes other services, but does not include the service *any* . This is a discrepancy in the implementation of the protocol. The PADO packet is processed normally, and connection negotiations continue.

Recommended Action None required.

403501

Error Message `%FTD-3-403501: PPPoE - Bad host-unique in PADO - packet dropped. Intf:`*`interface_name`* `AC:`*`ac_name`*

Explanation The Secure Firewall Threat Defense device sent an identifier called the host-unique value to the access controller. The access controller responded with a different host-unique value. The Secure Firewall Threat Defense device was unable to identify the corresponding connection request for this response. The packet was dropped, and connection negotiations were discontinued.

Recommended Action Contact the Internet service provider. Either the access controller at the service provider is mishandling the host-unique value, or the PADO packet is being forged.

403502

Error Message `%FTD-3-403502: PPPoE - Bad host-unique in PADS - dropping packet. Intf:`*`interface_name`* `AC:`*`ac_name`*

Explanation The Secure Firewall Threat Defense device sent an identifier called the host-unique value to the access controller. The access controller responded with a different host-unique value. The Secure Firewall Threat Defense device was unable to identify the corresponding connection request for this response. The packet was dropped, and connection negotiations were discontinued.

Recommended Action Contact the Internet service provider. Either the access controller at the service provider is mishandling the host-unique value, or the PADO packet is being forged.

403503

Error Message `%FTD-3-403503: PPPoE:PPP link down:`*`reason`*

Explanation The PPP link has gone down. There are many reasons why this can happen. The first format will display a reason if PPP provides one.

Recommended Action Check the network link to ensure that the link is connected. The access concentrator may be down. Make sure that your authentication protocol matches the access concentrator and that your name and password are correct. Verify this information with your ISP or network support person.

403504

Error Message `%FTD-3-403504: PPPoE:No 'vpdn group `*`group_name`*` ' for PPPoE is created`

Explanation PPPoE requires a dial-out configuration before starting a PPPoE session. In general, the configuration should specify a dialing policy, the PPP authentication, the username, and a password. The following example configures the Secure Firewall Threat Defense device for PPPoE dialout. The my-username and my-password commands are used to authenticate the access concentrator, using PAP if necessary.

For example:

```
ciscoftd# vpdn group my-pppoe request dialout pppoe
ciscoftd# vpdn group my-pppoe ppp authentication pap
ciscoftd# vpdn group my-pppoe localname my-username
ciscoftd# vpdn username my-username password my-password
ciscoftd# ip address outside pppoe setroute
```

Recommended Action Configure a VPDN group for PPPoE.

403505

Error Message `%FTD-4-403505: PPPoE:PPP - Unable to set default route to IP_address at interface_name`

Explanation This message is usually followed by the message, default route already exists.

Recommended Action Remove the current default route or remove the *setroute* parameter so that there is no conflict between PPPoE and the manually configured route.

403506

Error Message `%FTD-4-403506: PPPoE:failed to assign PPP IP_address netmask netmask at interface_name`

Explanation This message is followed by one of the followings messages: subnet is the same as interface, or on failover channel.

Recommended Action In the first case, change the address causing the conflict. In the second case, configure the PPPoE on an interface other than the failover interface.

403507

Error Message `%FTD-3-403507: PPPoE:PPPoE client on interface interface failed to locate PPPoE vpdn group group_name`

Explanation You can configure the PPPoE client on an interface to use a particular VPDN group by entering the **pppoe client vpdn group group_name** command. If a PPPoE VPDN group of the configured name was not located during system startup, this message is generated.

- *interface* —The interface on which the PPPoE client failed
- *group_name* —The VPDN group name of the PPPoe client on the interface

Recommended Action Perform the following steps:

1. Add the required VPDN group by entering the **vpdn group group_name** command. Request dialout PPPoE in global configuration mode, and add all the group properties.
2. Remove the **pppoe client vpdn group** *group_name* command from the interface indicated. In this case, the PPPoE client will attempt to use the first PPPoE VPDN group defined.

Note All changes take effect only after the PPPoE client on the interface is restarted by entering the **ip address pppoe** command.

405001

Error Message `%FTD-4-405001: Received ARP {request | response} collision from IP_address /MAC_address on interface interface_name with existing ARP entry IP_address /MAC_address`

Explanation The Secure Firewall Threat Defense device received an ARP packet, and the MAC address in the packet differs from the ARP cache entry.

Recommended Action This traffic might be legitimate, or it might indicate that an ARP poisoning attack is in progress. Check the source MAC address to determine where the packets are coming from and to see if they belong to a valid host.

405002

Error Message `%FTD-4-405002: Received mac mismatch collision from IP_address /MAC_address for authenticated host`

Explanation This packet appears for one of the following conditions:

- The Secure Firewall Threat Defense device received a packet with the same IP address, but a different MAC address from one of its uauth entries.
- You configured the **vpnclient mac-exempt** command on the Secure Firewall Threat Defense device, and the Secure Firewall Threat Defense device received a packet with an exempt MAC address, but a different IP address from the corresponding uauth entry.

Recommended Action This traffic might be legitimate, or it might indicate that a spoofing attack is in progress. Check the source MAC address and IP address to determine where the packets are coming from and if they belong to a valid host.

405003

Error Message `%FTD-4-405003: IP address collision detected between host IP_address at MAC_address and interface interface_name , MAC_address .`

Explanation A client IP address in the network is the same as the Secure Firewall Threat Defense interface IP address.

Recommended Action Change the IP address of the client.

405101

Error Message `%FTD-4-405101: Unable to Pre-allocate H225 Call Signalling Connection for foreign_address outside_address [/outside_port ] to local_address inside_address [/inside_port ]`

Explanation The module failed to allocate RAM system memory while starting a connection or has no more address translation slots available.

Recommended Action If this message occurs periodically, it can be ignored. You can check the size of the global pool compared to the number of inside network clients. A PAT address may be necessary. Alternatively, shorten the timeout interval of translates and connections. This error message may also be caused by insufficient memory; try reducing the amount of memory usage, or purchasing additional memory. If the problem persists, contact the Cisco TAC.

405102

Error Message `%FTD-4-405102: Unable to Pre-allocate H245 Connection for foreign_address outside_address [/outside_port ] to local_address inside_address [/inside_port ]`

Explanation The Secure Firewall Threat Defense device failed to allocate RAM system memory while starting a connection or has no more address translation slots available.

Recommended Action Check the size of the global pool compared to the number of inside network clients. A PAT address may be necessary. Alternatively, shorten the timeout interval of translations and connections. In addition, reduce the amount of memory usage, or purchase additional memory. If this message occurs periodically, it can be ignored. If the problem persists, contact the Cisco TAC.

405103

Error Message `%FTD-4-405103: H225 message from source_address/source_port to dest_address /dest_port contains bad protocol discriminator hex`

Explanation The Secure Firewall Threat Defense device is expecting the protocol discriminator, 0x08, but it received something other than 0x08. The endpoint may be sending a bad packet, or received a message segment other than the first segment. The packet is allowed through.

Recommended Action None required.

405104

Error Message `%FTD-4-405104: H225 message received from outside_address /outside_port to inside_address /inside_port before SETUP`

Explanation An H.225 message was received out of order, before the initial SETUP message, which is not allowed. The Secure Firewall Threat Defense device must receive an initial SETUP message for that H.225 call signalling channel before accepting any other H.225 messages.

Recommended Action None required.

405105

Error Message `%FTD-4-405105: H323 RAS message AdmissionConfirm received from source_address /source_port to dest_address /dest_port without an AdmissionRequest`

Explanation A gatekeeper has sent an ACF, but the Secure Firewall Threat Defense device did not send an ARQ to the gatekeeper.

Recommended Action Check the gatekeeper with the specified **source_address** to determine why it sent an ACF without receiving an ARQ from the Secure Firewall Threat Defense device.

406001

Error Message `%FTD-4-406001: FTP port command low port: IP_address /port to IP_address on interface interface_name`

Explanation A client entered an FTP port command and supplied a port less than 1024 (in the well-known port range usually devoted to server ports). This is indicative of an attempt to avert the site security policy. The Secure Firewall Threat Defense device drops the packet, terminates the connection, and logs the event.

Recommended Action None required.

406002

Error Message `%FTD-4-406002: FTP port command different address: IP_address(IP_address ) to IP_address on interface interface_name`

Explanation A client entered an FTP port command and supplied an address other than the address used in the connection. An attempt to avert the site security policy occurred. For example, an attacker might attempt to hijack an FTP session by changing the packet on the way, and putting different source information instead of the correct source information. The Secure Firewall Threat Defense device drops the packet, terminates the connection, and logs the event. The address in parentheses is the address from the port command.

Recommended Action None required.

407001

Error Message `%FTD-4-407001: Deny traffic for local-host interface_name :inside_address , license limit of number exceeded`

Explanation The host limit was exceeded. An inside host is counted toward the limit when one of the following conditions is true:

- The inside host has forwarded traffic through the Secure Firewall Threat Defense device within the last five minutes.
- The inside host has reserved an xlate connection or user authentication at the Secure Firewall Threat Defense device.

Recommended Action The host limit is enforced on the low-end platforms. Use the **show version** command to view the host limit. Use the **show local-host** command to view the current active hosts and the inside users that have sessions at the Secure Firewall Threat Defense device. To forcefully disconnect one or more users, use the **clear local-host** command. To expire the inside users more quickly from the limit, set the xlate, connection, and uauth timeouts to the recommended values or lower as given in the table below:

Table 14: Timeouts and Recommended Values

Timeout	Recommended Value
xlate	00:05:00 (five minutes)
conn	00:01:00 (one hour)
uauth	00:05:00 (five minutes)

407002

Error Message `%FTD-4-407002: Embryonic limit nconns /elimit for through connections exceeded.outside_address /outside_port to global_address (inside_address )/inside_port on interface interface_name`

Explanation The number of connections from a specified foreign address over a specified global address to the specified local address exceeded the maximum embryonic limit for that static. The Secure Firewall Threat Defense device tries to accept the connection if it can allocate memory for that connection. It proxies on behalf of the local host and sends a SYN_ACK packet to the foreign host. The Secure Firewall Threat Defense device

retains pertinent state information, drops the packet, and waits for the acknowledgment from the client. The message might indicate legitimate traffic or that a DoS attack is in progress.

Recommended Action Check the source address to determine where the packets are coming from and whether or not a valid host is sending them.

407003

Error Message `%FTD-4-407003: Established limit for RPC services exceeded number`

Explanation The Secure Firewall Threat Defense device tried to open a new hole for a pair of RPC servers or services that have already been configured after the maximum number of holes has been met.

Recommended Action Wait for other holes to be closed (through associated timeout expiration), or limit the number of active pairs of servers or services.

408001

Error Message `%FTD-4-408001: IP route counter negative - reason , IP_address Attempt: number`

Explanation An attempt to decrement the IP route counter into a negative value failed.

Recommended Action Enter the **clear ip route** command to reset the route counter. If the problem persists, contact the Cisco TAC.

408002

Error Message `%FTD-4-408002: ospf process id route type update address1 netmask1 [distance1/metric1 ] via source IP :interface1 address2 netmask2 [distance2 /metric2 ] interface2`

Explanation A network update was received from a different interface with the same distance and a better metric than the existing route. The new route overrides the existing route that was installed through another interface. The new route is for redundancy purposes only and means that a path has shifted in the network. This change must be controlled through topology and redistribution. Any existing connections affected by this change are probably disabled and will time out. This path shift only occurs if the network topology has been specifically designed to support path redundancy, in which case it is expected.

Recommended Action None required.

408003

Error Message `%FTD-4-408003: can't track this type of object hex`

Explanation A component of the tracking system has encountered an object type that is not supported by the component. A STATE object was expected.

- *hex* —A hexidecimal value(s) depicting variable value(s) or addresses in memory

Recommended Action Reconfigure the track object to make it a STATE object.

408101

Error Message `%FTD-4-408101: KEYMAN : Type encrption_type encryption unknown. Interpreting keystring as literal.`

Explanation The format type was not recognized by the system. A keystring format type value of 0 (unencrypted keystring) or 7 (hidden keystring), followed by a space, can precede the actual keystring to indicate its format. An unknown type value will be accepted, but the system will consider the keystring as being unencrypted.

Recommended Action Use the correct format for the value type or remove the space following the value type.

408102

Error Message `%FTD-4-408102: KEYMAN : Bad encrypted keystring for key id key_id.`

Explanation The system could not successfully decrypt an encrypted keystring. The keystring may have been corrupted during system configuration.

Recommended Action Re-enter the key-string command, and reconfigure the key string.

409001

Error Message `%FTD-4-409001: Database scanner: external LSA IP_address netmask is lost, reinstalls`

Explanation The software detected an unexpected condition. The router will take corrective action and continue.

Recommended Action None required.

409002

Error Message `%FTD-4-409002: db_free: external LSA IP_address netmask`

Explanation An internal software error occurred.

Recommended Action None required.

409003

Error Message `%FTD-4-409003: Received invalid packet: reason from IP_address , interface_name`

Explanation An invalid OSPF packet was received. Details are included in the error message. The cause might be an incorrect OSPF configuration or an internal error in the sender.

Recommended Action Check the OSPF configuration of the receiver and the sender configuration for inconsistency.

409004

Error Message `%FTD-4-409004: Received reason from unknown neighbor IP_address`

Explanation The OSPF hello, database description, or database request packet was received, but the router cannot identify the sender.

Recommended Action None required.

409005

Error Message `%FTD-4-409005: Invalid length number in OSPF packet from IP_address (ID IP_address ), interface_name`

Explanation The Secure Firewall Threat Defense device received an OSPF packet with a field length of less than normal header size or that was inconsistent with the size of the IP packet in which it arrived. This indicates a configuration error in the sender of the packet.

Recommended Action From a neighboring address, locate the problem router and reboot it.

409006

Error Message `%FTD-4-409006: Invalid lsa: reason Type number , LSID IP_address from IP_address , IP_address , interface_name`

Explanation The router received an LSA with an invalid LSA type. The cause is either memory corruption or unexpected behavior on a router.

Recommended Action From a neighboring address, locate the problem router and reboot it. If the problem persists, contact the Cisco TAC.

409007

Error Message `%FTD-4-409007: Found LSA with the same host bit set but using different mask LSA ID IP_address netmask New: Destination IP_address netmask`

Explanation An internal software error occurred.

Recommended Action Copy the message exactly as it appears, and report it to the Cisco TAC.

409008

Error Message `%FTD-4-409008: Found generating default LSA with non-zero mask LSA type: number Mask: netmask metric: number area: string`

Explanation The router tried to generate a default LSA with an incorrect mask and possibly incorrect metric because an internal software error occurred.

Recommended Action Copy the message exactly as it appears, and report it to the Cisco TAC.

409009

Error Message `%FTD-4-409009: OSPF process number cannot start. There must be at least one up IP interface, for OSPF to use as router ID`

Explanation OSPF failed while attempting to allocate a router ID from the IP address of one of its interfaces.

Recommended Action Make sure that there is at least one interface that is up and has a valid IP address. If there are multiple OSPF processes running on the router, each requires a unique router ID. You must have enough interfaces up so that each of them can obtain a router ID.

409010

Error Message `%FTD-4-409010: Virtual link information found in non-backbone area: string`

Explanation An internal error occurred.

Recommended Action Copy the message exactly as it appears, and report it to the Cisco TAC.

409011

Error Message `%FTD-4-409011: OSPF detected duplicate router-id IP_address from IP_address on interface interface_name`

Explanation OSPF received a hello packet from a neighbor that has the same router ID as this routing process. A full adjacency cannot be established.

Recommended Action The OSPF router ID should be unique. Change the neighbor router ID.

409012

Error Message `%FTD-4-409012: Detected router with duplicate router ID IP_address in area string`

Explanation OSPF received a hello packet from a neighbor that has the same router ID as this routing process. A full adjacency cannot be established.

Recommended Action The OSPF router ID should be unique. Change the neighbor router ID.

409013

Error Message `%FTD-4-409013: Detected router with duplicate router ID IP_address in Type-4 LSA advertised by IP_address`

Explanation OSPF received a hello packet from a neighbor that has the same router ID as this routing process. A full adjacency cannot be established.

Recommended Action The OSPF router ID should be unique. Change the neighbor router ID.

409014

Error Message `%threat defense-4-409014: No valid authentication send key is available on interface nameif.`

Explanation The authentication key configured on the interface is not valid.

Recommended Action Configure a new key.

409015

Error Message `%threat defense-4-409015: Key ID key-id received on interface nameif.`

Explanation The ID is not found in the configured key chain.

Recommended Action Configure a new security association with the Key ID.

409016

Error Message `%threat defense-4-409016: Key chain name key-chain-name on nameif is invalid.`

Explanation The key-chain name configured under OSPF interface does not match global key chain configuration.

Recommended Action Fix configuration. Either remove OSPF authentication command or configure key chain in global configuration mode.

409017

Error Message `%threat defense-4-409017: Key ID key-id in key chain key-chain-name is invalid.`

Explanation The Key ID configured in the key chain is out of range for OSPF. This may happen because the key chain allows Key ID values of the range which is not acceptable for OSPF.

Recommended Action Configure a new security association with a Key ID that is in the range 1-255.

409023

Error Message `%FTD-4-409023: Attempting AAA Fallback method method_name for request_type request for user user :Auth-server group server_tag unreachable`

Explanation An authentication or authorization attempt to an external server has failed and will be performed using the local user database.

- **aaa_operation**—Either authentication or authorization
- **username**—The user associated with the connection
- **server_group**—The name of the AAA server whose servers were unreachable

Recommended Action Investigate any connectivity problems with the AAA servers configured in the first method. Ping the authentication servers from the Secure Firewall Threat Defense device. Make sure that the daemons are running on the AAA server.

409101

Error Message `%FTD-4-409101: Received invalid packet: s from P , s`

Explanation An invalid OSPF packet was received. Details are included in the error message. The cause might be a misconfigured OSPF or an internal error in the sender.

Recommended Action Check the OSPF configuration of the receiver and the sender for inconsistencies.

409102

Error Message `%FTD-4-409102: Received packet with incorrect area from P , s , area AREA_ID_STR , packet area AREA_ID_STR`

Explanation An OSPF packet was received with an area ID in its header that does not match the area of this interface.

Recommended Action Check the OSPF configuration of the receiver and the sender for inconsistencies.

409103

Error Message `%FTD-4-409103: Received s from unknown neighbor i`

Explanation An OSPF hello, database description, or database request packet was received, but the router could not identify the sender.

Recommended Action None required.

409104

Error Message `%FTD-4-409104: Invalid length d in OSPF packet type d from P (ID i ), s`

Explanation The system received an OSPF packet with a length field of less than normal header size or inconsistent with the size of the IP packet in which it arrived. An error in the sender of the packet has occurred.

Recommended Action None required.

409105

Error Message `%FTD-4-409105: Invalid lsa: s : Type 0x x , Length 0x x , LSID u from i`

Explanation The router received an LSA with invalid data. The LSA includes an invalid LSA type, incorrect checksum, or incorrect length, which is caused by either memory corruption or unexpected behavior on a router.

Recommended Action From a neighboring address, locate the problem router and do the following:

- Collect a running configuration of the router by entering the **show running-config** command.
- Enter the **show ipv6 ospf database** command to gather data that may help identify the nature of the error.
- Enter the **show ipv6 ospf database** *link-state-id* command. The *link-state-id* argument is the IP address of the invalid LSA.
- Enter the **show logging** command to gather data that may help identify the nature of the error.
- Reboot the router.

If you cannot determine the nature of the error from the collected information, contact the Cisco TAC and provide the gathered information.

409106

Error Message `%FTD-4-409106: Found generating default LSA with non-zero mask LSA type: 0x x Mask: i metric: lu area: AREA_ID_STR`

Explanation The router tried to generate the default LSA with the incorrect mask and possibly an incorrect metric because of an internal software error.

Recommended Action None required.

409107

Error Message `%FTD-4-409107: OSPFv3 process d could not pick a router-id, please configure manually`

Explanation OSPFv3 failed while attempting to allocate a router ID from the IP address of one of its interfaces.

Recommended Action Make sure that there is at least one interface that is up and has a valid IP address. If there are multiple OSPF processes running on the router, each requires a unique router ID. You must have enough up interfaces so that each of them can obtain a router ID.

409108

Error Message `%FTD-4-409108: Virtual link information found in non-backbone area: AREA_ID_STR`

Explanation An internal error has occurred.

Recommended Action None required.

409109

Error Message `%FTD-4-409109: OSPF detected duplicate router-id i from P on interface IF_NAME`

Explanation OSPF received a hello packet from a neighbor that has the same router ID as this routing process. A full adjacency cannot be established. The OSPF router ID should be unique.

Recommended Action Change the neighbor router ID.

409110

Error Message `%FTD-4-409110: Detected router with duplicate router ID i in area AREA_ID_STR`

Explanation OSPF received a hello packet from a neighbor that has the same router ID as this routing process. A full adjacency cannot be established. The OSPF router ID should be unique.

Recommended Action Change the neighbor router ID.

409111

Error Message `%FTD-4-409111: Multiple interfaces (IF_NAME /IF_NAME ) on a single link detected.`

Explanation OSPFv3 enabled on multiple interfaces that are on the same link is not supported.

Recommended Action OSPFv3 should be disabled or made passive on all except one of the interfaces.

409112

Error Message `%FTD-4-409112: Packet not written to the output queue`

Explanation An internal error has occurred.

Recommended Action None required.

409113

Error Message `%FTD-4-409113: Doubly linked list linkage is NULL`

Explanation An internal error has occurred.

Recommended Action None required.

409114

Error Message `%FTD-4-409114: Doubly linked list prev linkage is NULL` *x*

Explanation An internal error has occurred.

Recommended Action None required.

409115

Error Message `%FTD-4-409115: Unrecognized timer` *d* `in OSPF` *s*

Explanation An internal error has occurred.

Recommended Action None required.

409116

Error Message `%FTD-4-409116: Error for timer` *d* `in OSPF process` *s*

Explanation An internal error has occurred.

Recommended Action None required.

409117

Error Message `%FTD-4-409117: Can't find LSA database type` *x* `, area` *AREA_ID_STR* `, interface` *x*

ExplanationAn internal error has occurred.

Recommended Action None required.

409118

Error Message `%FTD-4-409118: Could not allocate DBD packet`

ExplanationAn internal error has occurred.

Recommended Action None required.

409119

Error Message `%FTD-4-409119: Invalid build flag x for LSA i , type 0x x`

ExplanationAn internal error has occurred.

Recommended Action None required.

409120

Error Message `%FTD-4-409120: Router-ID i is in use by ospf process d`

Explanation The Secure Firewall Threat Defense device attempted to assign a router ID that is in use by another process.

Recommended Action Configure another router ID for one of the processes.

409121

Error Message `%FTD-4-409121: Router is currently an ASBR while having only one area which is a stub area`

Explanation An ASBR must be attached to an area that can carry AS External or NSSA LSAs.

Recommended Action Make the area to which the router is attached into an NSSA or regular area.

409122

Error Message `%FTD-4-409122: Could not select a global IPv6 address. Virtual links require at least one global IPv6 address.`

ExplanationA virtual link was configured. For the virtual link to function, a global IPv6 address must be available. However, no global IPv6 address could be found on the router.

Recommended Action Configure a global IPv6 address on an interface on this router.

409123

Error Message `%FTD-4-409123: Neighbor command allowed only on NBMA networks`

ExplanationThe **neighbor** command is allowed only on NBMA networks.

Recommended Action Check the configuration options for the **neighbor** command, and correct the options or the network type for the neighbor interface.

409125

Error Message `%FTD-4-409125: Can not use configured neighbor: poll and priority options are allowed only for a NBMA network`

ExplanationThe configured neighbor was found on a point-to-multipoint network and either the poll or priority option was configured. These options are only allowed on NBMA type networks.

Recommended Action Check the configuration options for the **neighbor** command, and correct the options or the network type for the neighbor interface.

409128

Error Message `%FTD-4-409128: OSPFv3-d Area AREA_ID_STR : Router i originating invalid type 0x x LSA, ID u , Metric d on Link ID d Link Type d`

ExplanationThe router indicated in this message has originated an LSA with an invalid metric. If this is a router LSA and the link metric is zero, a risk of routing loops and traffic loss exists in the network.

Recommended Action Configure a valid metric for the given LSA type and link type on the router that originated the reported LSA.

Messages 410001 to 450001

This chapter includes messages from 410001 to 450001.

410001

Error Message `%FTD-4-410001: UDP DNS request from source_interface :source_address /source_port to dest_interface :dest_address /dest_port ; (label length | domain-name length) 52 bytes exceeds remaining packet length of 44 bytes.`

Explanation The domain-name length exceeds 255 bytes in a UDP DNS packet. See RFC 1035, Section 3.1 for more information.

Recommended Action None required.

411001

Error Message `%FTD-4-411001: Line protocol on interface interface_name changed state to up`

Explanation The status of the line protocol has changed from down to up . If **interface_name** is a logical interface name such as inside and outside, this message indicates that the logical interface line protocol has changed from down to up . If **interface_name** is a physical interface name such as Ethernet0 and GigabitEthernet0/1, this message indicates that the physical interface line protocol has changed from down to up .

Recommended Action None required.

411002

Error Message `%FTD-4-411002:Line protocol on interface interface_name changed state to down`

Explanation The status of the line protocol has changed from up to down. If **interface_name** is a logical interface name such as inside and outside, this message indicates that the logical interface line protocol has changed from up to down. In this case, the physical interface line protocol status is not affected. If

interface_name is a physical interface name such as Ethernet0 and GigabitEthernet0/1, this message indicates that the physical interface line protocol has changed from up to down.

Recommended Action If this is an unexpected event on the interface, check the physical line.

411003

Error Message `%FTD-4-411003: Configuration status on interface interface_name changed state to downup`

Explanation The configuration status of the interface has changed from down to up.

Recommended Action If this is an unexpected event, check the physical line.

411004

Error Message `%FTD-4-411004: Configuration status on interface interface_name changed state to up`

Explanation The configuration status of the interface has changed from down to up.

Recommended Action None required.

411005

Error Message `%FTD-4-411005: Interface variable 1 experienced a hardware transmit hang. The interface has been reset.`

Explanation The interface experienced a hardware transmit freeze that required a reset of the Ethernet controller to restore the interface to full operation.

- *variable 1* —The interface name, such as GigabitEthernet0/0

Recommended Action None required.

412001

Error Message `%FTD-4-412001:MAC MAC_address moved from interface_1 to interface_2`

Explanation A host move was detected from one module interface to another. In a transparent Secure Firewall Threat Defense, mapping between the host (MAC) and Secure Firewall Threat Defense port is maintained in a Layer 2 forwarding table. The table dynamically binds packet source MAC addresses to an Secure Firewall Threat Defense port. In this process, whenever movement of a host from one interface to another interface is detected, this message is generated.

Recommended Action The host move might be valid or might be an attempt to spoof host MACs on other interfaces. If it is a MAC spoof attempt, you can either locate vulnerable hosts on your network and remove them or configure static MAC entries, which will not allow MAC address and port binding to change. If it is a genuine host move, no action is required.

412002

Error Message `%FTD-4-412002:Detected bridge table full while inserting MAC MAC_address on interface interface . Number of entries = num`

Explanation The bridge table was full and an attempt was made to add one more entry. The Secure Firewall Threat Defense device maintains a separate Layer 2 forwarding table per context and the message is generated whenever a context exceeds its size limit. The MAC address will be added, but it will replace the oldest existing dynamic entry (if available) in the table. This might be an attempted attack.

Recommended Action Make sure that the new bridge table entries are valid. In case of attack, use EtherType ACLs to control access to vulnerable hosts.

413001

Error Message `%FTD-4-413001: Module module_id is not able to shut down. Module Error: errnum message`

Explanation The module identified by *module_id* was not able to comply with a request from the Secure Firewall Threat Defense system module to shut down. It may be performing a task that cannot be interrupted, such as a software upgrade. The **errnum** and **message** text describes the reason why the module cannot shut down, and the recommended corrective action.

Recommended Action Wait for the task on the module to complete before shutting down the module, or use the **session** command to access the CLI on the module, and stop the task that is preventing the module from shutting down.

413002

Error Message `%FTD-4-413002: Module module_id is not able to reload. Module Error: errnum message`

Explanation The module identified by *module_id* was not able to comply with a request from the Secure Firewall Threat Defense module to reload. It may be performing a task that cannot be interrupted, such as a software upgrade. The **errnum** and **message** text describes the reason why the module cannot reload, and the recommended corrective action.

Recommended Action Wait for the task on the module to complete before reloading the module, or use the **session** command to access the CLI on the module and stop the task that is preventing the module from reloading.

413003

Error Message `%FTD-4-413003: Module string one is not a recognized type`

Explanation A module was detected that is not recognized as a valid module type.

Recommended Action Upgrade to a version of Secure Firewall Threat Defense software that supports the module type installed.

413004

Error Message `%FTD-4-413004: Module string one failed to write software newver (currently ver ), reason . Trying again.`

Explanation The module failed to accept a software version, and will be transitioned to an UNRESPONSIVE state. Another attempt will be made to update the module software.

- >*string one*— The text string that specifies the module
- >*newver* —The new version number of software that was not successfully written to the module (for example, 1.0(1)0)
- >*ver* —The current version number of the software on the module (for example, 1.0(1)0)
- >*reason* —The reason the new version cannot be written to the module. The possible values for >*reason* include the following:

- write failure

- failed to create a thread to write the image

Recommended Action None required. Subsequent attempts will either generate a message indicating a successful update or failure. You may verify the module transitions to UP after a subsequent update attempt by using the **show module** command.

413005

Error Message `%FTD-4-413005: Module module_id , application is not supported app_name version app_vers type app_type`

Error Message `%FTD-4-413005: Module prod_id in slot slot_num , application is not supported app_name version app_vers type app_type`

Explanation The module installed in slot *slot_num* was running an unsupported application version or type.

- *module_id*— The name of the software services module
- *prod_id* —Product ID string
- *slot_num* —The slot number in which the module is installed. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.
- *app_name* —Application name (string)
- *app_vers* —Application version (string)
- *app_type* —Application type (decimal)

Recommended Action If the problem persists, contact the Cisco TAC.

413006

Error Message `%FTD-4-413006: prod-id Module software version mismatch; slot slot is prod-id version running-vers . Slot slot prod-id requires required-vers .`

Explanation The version of software running on the module in slot *slot* was not the version required by another module.

- *slot* —Slot 0 indicates the system main board. Slot 1 indicates the module installed in the expansion slot.
- *prod_id* —Product ID string for the device installed in slot *slot*
- *running_vers* —Version of software currently running on the module installed in slot *slot*

- *required_vers* —Version of software required by the module in slot *slot*

Recommended Action If the problem persists, contact the Cisco TAC.

414001

Error Message `%FTD-3-414001: Failed to save logging buffer using file name filename to FTP server ftp_server_address on interface interface_name : [fail_reason ]`

Explanation The logging module failed to save the logging buffer to an external FTP server.

Recommended Action Take applicable actions based on the failed reason:

- Protocol error—Make sure no connectivity issue exists between the FTP server and Secure Firewall Threat Defense device, and that the FTP sever can accept the FTP port command and PUT requests.
- Invalid username or password—Make sure that the configured FTP client username and password are correct.
- All other errors—If the problem persists, contact the Cisco TAC.

414002

Error Message `%FTD-3-414002: Failed to save logging buffer to flash:/syslog directory using file name: filename : [fail_reason ]`

Explanation The logging module failed to save the logging buffer to system flash.

Recommended Action If the failed reason is caused by insufficient space, check the flash free space, and make sure that the configured limits of the **logging flash-size** command are set correctly. If the error is a flash file system I/O error, then contact the Cisco TAC for assistance.

414003

Error Message `%FTD-3-414003: TCP Syslog Server intf : IP_Address /port not responding. New connections are [permitted|denied] based on logging permit-hostdown policy.`

Explanation The TCP syslog server for remote host logging was successful, is connected to the server, and new connections are permitted or denied based on the logging permit-hostdown policy. If the logging permit-hostdown policy is configured, a new connection is permitted. If not configured, a new connection is denied.

- *intf* —Interface of the Secure Firewall Threat Defense device to which the server is connected
- *IP_Address* —IP address of the remote TCP syslog server
- *port* —Port of the remote TCP syslog server

Recommended Action Validate that the configured TCP syslog server is up. To permit new connections, configure the logging permit-hostdown policy. To deny new connections, do not configure the logging permit-hostdown policy.

414005

Error Message `%FTD-3-414005: TCP Syslog Server intf : IP_Address /port connected, New connections are permitted based on logging permit-hostdown policy`

Explanation The TCP syslog server for remote host logging was successful, is connected to the server, and new connections are permitted based on the logging permit-hostdown policy. If the logging permit-hostdown policy is configured, a new connection is permitted.

- *intf* —Interface of the Secure Firewall Threat Defense device to which the server is connected
- *IP_Address* —IP address of the remote TCP syslog server
- *port* —Port of the remote TCP syslog server

Recommended Action None required.

414006

Error Message `%FTD-3-414006: TCP Syslog Server configured and logging queue is full. New connections denied based on logging permit-hostdown policy.`

Explanation The logging queue is close to reaching the configured limit, so there is a risk that syslog messages will be discarded.

Recommended Action See the "Configuring the Logging Queue" section in the CLI configuration guide for information about how to tune the queue size to avoid this situation. If you want to deny new connections in this case, use the **no logging permit-hostdown** command. If you want to allow new connections in this case, use the **logging permit-hostdown** command.

415020

Error Message `%FTD-5-415020: HTTP - matched matched_string in policy-map map_name , a non-ASCII character was matched connection_action from int_type :IP_address /port_num to int_type :IP_address /port_num`

Explanation A non-ASCII character was found.

- **matched_string**—The matched string is one of the following:

- The class map ID, followed by the name of the class map. This string appears when the class map is user configured.

- The actual **match** command that initiated the message. This string appears when the class map is internal.

- *map_name* —The name of the policy map
- *connection_action* —Dropping the connection or resetting the connection
- *interface_type* —The type of interface (for example, DMZ or outside)
- *IP_address* —The IP address of the interface
- *port_num* —The port number

Recommended Action Enter the **match** {**request** | **response**} **header non-ascii** command to correct the problem.

417001

Error Message `%FTD-4-417001: Unexpected event received: number`

Explanation A process received a signal, but no handler was found for the event.

Recommended Action If the problem persists, contact the Cisco TAC.

417004

Error Message `%FTD-4-417004: Filter violation error: conn number (string :string ) in string`

Explanation A client tried to modify a route attribute that the client does not own.

Recommended Action If the problem persists, contact the Cisco TAC.

417006

Error Message `%FTD-4-417006: No memory for string ) in string . Handling: string`

Explanation An operation failed because of low memory, but will be handled with another mechanism.

Recommended Action If the problem persists, contact the Cisco TAC.

418001

Error Message `%FTD-4-418001: Through-the-device packet to/from management-only network is denied: protocol_string from interface_name IP_address (port) [([idfw_user |FQDN_string ], sg_info )] to interface_name IP_address (port) [(idfw_user |FQDN_string ), sg_info ]`

Explanation A packet from the specified source to the destination was dropped because it is traversing the Secure Firewall Threat Defense device to and from the management-only network.

- **protocol_string**—TCP, UDP, ICMP, or protocol ID as a number in decimal
- **interface_name**— Interface name
- **IP_address**—IP address
- **port**—Port number
- *sg_info* —Security group name or tag for the specified IP address

Recommended Action Determine who is generating this packet and why.

419001

Error Message `%FTD-4-419001: Dropping TCP packet from src_ifc :src_IP /src_port to dest_ifc :dest_IP /dest_port , reason : MSS exceeded, MSS size , data size`

Explanation The length of the TCP packet exceeded the MSS advertised in the three-way handshake.

- >*src_ifc*— Input interface name
- >*src_IP*— The source IP address of the packet
- >*src_port*— The source port of the packet
- >*dest_ifc*— The output interface name
- >*dest_IP*— The destination IP address of the packet
- >*dest_port*— The destination port of the packet

Recommended Action If there is a need to allow packets that exceed the MSS, create a TCP map using the **exceed-mss** command, as in the following example:

```
ciscoftd# access-list http-list permit tcp any host server_ip eq 80
ciscoftd# class-map http
 ciscoftd# match access-list http-list
```

```
 ciscoftd# tcp-map tmap
ciscoftd# exceed-mss allow
ciscoftd# policy-map global_policy
ciscoftd# class http
ciscoftd# set connection advanced-options tmap
```

419002

Error Message `%FTD-4-419002: Received duplicate TCP SYN from in_interface :src_address /src_port to out_interface :dest_address /dest_port with different initial sequence number.`

Explanation A duplicate TCP SYN was received during the three-way-handshake that has a different initial sequence number from the SYN that opened the embryonic connection. This may indicate that SYNs are being spoofed. This message occurs in Release 7.0.4.1 and later.

- **in_interface**—The input interface
- **src_address**—The source IP address of the packet
- **src_port**—The source port of the packet
- **out_interface**—The output interface
- **dest_address**—The destination IP address of the packet
- **dest_port**—The destination port of the packet

Recommended Action None required.

419003

Error Message `%FTD-4-419003: Cleared TCP urgent flag from out_ifc :src_ip /src_port to in_ifc :dest_ip /dest_port.`

Explanation A duplicate TCP SYN was received during the three-way-handshake that has a different initial sequence number from the SYN that opened the embryonic connection. This may indicate that SYNs are being spoofed. This message occurs in Release 7.0.4.1 and later.

- **in_ifc**—The input interface
- **src_ip**—The source IP address of the packet
- **src_port**—The source port of the packet
- **out_ifc**—The output interface
- **dest_ip**—The destination IP address of the packet
- **dest_port**—The destination port of the packet

Recommended Action If you need to keep the urgent flag in TCP headers, use the **urgent-flag allow** command in TCP map configuration mode.

Error Message `%FTD-7-419003: Cleared TCP urgent flag.`

Explanation This syslog is displayed when urgent flag or urgent pointer of tcp packet is cleared. This could be due to user configuration (tcp-map) or having some value for the urgent pointer in a tcp packet but the urgent flag is not set.

Recommended Action Verify if the tcp-map configurations whether the urget flag is set to clear.

419004

Error Message `%FTD-6-419004: TCP connection ID from src_ifc:src_ip/src_port to dst_ifc:dst_ip/dst_port is probed by DCD`

Explanation

A TCP connection was probed by Dead Connection Detection (DCD) to determine if connection was still valid.

Recommended Action None.

419005

Error Message `%FTD-6-419005: TCP connection ID from src_ifc:src_ip/src_port duration hh:mm:ss data bytes, is kept open by DCD as valid connection`

Explanation

A TCP connection was kept open by Dead Connection Detection (DCD) as a valid connection.

Recommended Action None.

419006

Error Message `%FTD-6-419006:TCP connection ID from src_ifc:src_ip/src_port to dst_ifc:dst_ip/dst_port durationhh:mm:ss data bytes, DCD probe was not responded from client/server interface ifc_name`

Explanation

A TCP connection was closed by Dead Connection Detection (DCD) as it is no longer required.

Recommended Action None.

421005

Error Message `%FTD-6-421005: interface_name :IP_address is counted as a user of application`

Explanation A host has been counted toward the license limit. The specified host was counted as a user of **application**. The total number of users in 24 hours is calculated at midnight for license validation.

- **interface_name**—The interface name
- **IP_address**—The IP address
- **application**—The CSC SSM

Recommended Action None required. However, if the overall count exceeds the user license that you have purchased, contact the Cisco TAC to upgrade your license.

421007

Error Message `%FTD-3-421007: TCP|UDP flow from interface_name :IP_address /port to interface_name :IP_address /port is skipped because application has failed.`

Explanation A flow was skipped because the service module application has failed. By default, this message is rate limited to 1 message every 10 seconds.

- **IP_address**—The IP address
- **port**—The port number
- **interface_name**—The name of the interface on which the policy is applied
- **application**—The CSC SSM

Recommended Action Determine the problem with the service module.

422004

Error Message `%FTD-4-422004: IP SLA Monitor number0 : Duplicate event received. Event number number1`

Explanation The IP SLA monitor process has received a duplicate event. Currently, this message applies to destroy events. Only one destroy request will be applied. This is only a warning message.

- *number0* —The SLA operation number
- *number1* —The SLA operation event ID

Recommended Action If this recurs, enter the **show sla monitor configuration SLA_operation_id** command and copy the output of the command. Copy the message as it appears on the console or in the system log. Then contact the Cisco TAC and provide the representative with the information that you have, along with information about the application that is configuring and polling the SLA probes.

422005

Error Message `%FTD-4-422005: IP SLA Monitor Probe(s) could not be scheduled because clock is not set.`

Explanation One or more IP SLA monitor probes cannot be scheduled because the system clock was not set.

Recommended Action Make sure that the system clock is functional by using NTP or another mechanism.

422006

Error Message `%FTD-4-422006: IP SLA Monitor Probe number : string`

Explanation The IP SLA monitor probe cannot be scheduled. Either the configured starting time has already occurred or the starting time is invalid.

- *number* —The SLA operation ID
- *string* —A string describing the error

Recommended Action Reschedule the failed probe with a valid start time.

424001

Error Message `%FTD-4-424001: Packet denied protocol_string intf_in :src_ip /src_port [([idfw_user | FQDN_string ], sg_info )] intf_out :dst_ip /dst_port [([idfw_user | FQDN_string ], sg_info )]. [Ingress|Egress] interface is in a backup state.`

Explanation A packet was dropped because it was traversing the Secure Firewall Threat Defense device to or from a redundant interface. Interface functionality is limited on low-end platforms. The interface specified by the **backup interface** command can only be a backup for the primary interface configured. If the default route to the primary interface is up, any traffic through the Secure Firewall Threat Defense device from the backup interface will be denied. Conversely, if the default route to the primary interface is down, traffic through the Secure Firewall Threat Defense device from the primary interface will be denied.

- *protocol_string* —The protocol string; for example, TCP or protocol ID (a decimal number)
- *intf_in* —The input interface name
- *src_ip* —The source IP address of the packet
- *src_port* —The source port of the packet
- *intf_out* —The output interface name
- *dst_ip* —The destination IP address of the packet
- *dst_port* —The destination port of the packet
- *sg_info* —The security group name or tag for the specified IP address

Recommended Action Determine the source of the denied packet.

424002

Error Message `%FTD-4-424002: Connection to the backup interface is denied: protocol_string intf :src_ip /src_port intf :dst_ip /dst_port`

Explanation A connection was dropped because it is in a backup state. Interface functionality is limited on low-end platforms. The backup interface can only be a backup for the primary interface specified by the **backup interface** command. If the default route to the primary interface is up, any connection to the Secure Firewall Threat Defense device through the backup interface will be denied. Conversely, if the default route to the primary interface is down, connections to the Secure Firewall Threat Defense device through the primary interface will be denied.

- *protocol_string* —The protocol string; for example, TCP or protocol ID (a decimal number)
- *intf_in* —The input interface name
- *src_ip* —The source IP address of the packet
- *src_port* —The source port of the packet
- *intf_out* —The output interface name
- *dst_ip* —The destination IP address of the packet
- *dst_port* —The destination port of the packet

Recommended Action Determine the source of the denied packet.

425001

Error Message `%FTD-6-425001 Redundant interface redundant _interface_name created.`

Explanation The specified redundant interface was created in the configuration.

- *redundant_interface_name* —Redundant interface name

Recommended Action None required.

425002

Error Message `%FTD-6-425002 Redundant interface redundant _interface_name removed.`

Explanation The specified redundant interface was removed from the configuration.

- *redundant_interface_name* —Redundant interface name

Recommended Action None required.

425003

Error Message `%FTD-6-425003 Interface interface_name added into redundant interface redundant _interface_name .`

Explanation The specified physical interface was added to the specified redundant interface as a member interface.

- *interface_name* —An interface name
- *redundant_interface_name* —Redundant interface name

Recommended Action None required.

425004

Error Message `%FTD-6-425004 Interface interface_name removed from redundant interface redundant _interface_name .`

Explanation The specified redundant interface was removed from the specified redundant interface.

- *interface_name* —An interface name
- *redundant_interface_name* —Redundant interface name

Recommended Action None required.

425005

Error Message `%FTD-5-425005 Interface interface_name become active in redundant interface redundant _interface_name`

Explanation Within a redundant interface, one member interface is the active member. Traffic only passes through the active member interface. The specified physical interface became the active member of the specified redundant interface. Member interface switchover occurs when one of the following is true:

-
  - The **redundant-interface interface-name active-member interface-name** command was executed.
  - The active member interface is down, while the standby member interface is up.
  - The standby member interface comes up (from down), while the active member interface remains down.
- *interface_name* —An interface name
- *redundant_interface_name* —Redundant interface name

Recommended Action Check the status of the member interfaces.

425006

Error Message `%FTD-3-425006 Redundant interface redundant _interface_name switch active member to interface_name failed.`

Explanation An error occurred when member interface switchover was attempted.

- *redundant_interface_name* —Redundant interface name
- *interface_name* —An interface name

Recommended Action If the problem persists, contact the Cisco TAC.

426001

Error Message `%FTD-6-426001: PORT-CHANNEL:Interface ifc_name bundled into EtherChannel interface Port-channel num`

Explanation The **interface port-channel** *num* or the **channel-group** *num* **mode** *mode* command has been used on a nonexistent port channel.

- *ifc_name* —The EtherChannel interface name
- *num* —The port channel number

Recommended Action None required.

426002

Error Message `%FTD-6-426002: PORT-CHANNEL:Interface ifc_name unbundled from EtherChannel interface Port-channel num`

Explanation The **no interface port-channel** *num* command has been used.

- *ifc_name* —The EtherChannel interface name
- *num*— The port channel number

Recommended Action None required.

426003

Error Message `%FTD-6-426003: PORT-CHANNEL:Interface ifc_name1 has become standby in EtherChannel interface Port-channel num`

Explanation The **channel-group** *num* **mode** *mode* command has been used.

- *ifc_name1* —The EtherChannel interface name
- *num* —The port channel number

Recommended Action None required.

426004

Error Message `%FTD-4-426004: PORT-CHANNEL: Interface ifc_name1 is not compatible with ifc_name and will be suspended (speed of ifc_name1 is X Mbps, Y is 1000 Mbps).`

Error Message `%FTD-4-426004: Interface ifc_name1 is not compatible with ifc_name1 and will be suspended (ifc_name1 is Full-duplex, ifc_name1 is Half-duplex)`

Explanation The **channel-group** *num* **mode** *mode* command is executed on a physical interface and there is a speed or duplex mismatch of this physical interface with that of the port channel.

- *ifc_name* —The interface that is being added to the port channel
- *ifc_name1* —The interface that is already in the port channel and in a bundled state

Recommended Action Do one of the following:

- Change the speed of the physical interface to that of the port channel and execute the **channel-group** *num* **mode** *mode* command again.
- Leave the member interface in a suspended state. When the last active member is removed, then that member will try to reestablish LACP on the suspended member.

426101

Error Message `%FTD-6-426101: PORT-CHANNEL:Interface ifc_name is allowed to bundle into EtherChannel interface port-channel id by CLACP`

Explanation A port has been bundled in a span-cluster channel group.

Recommended Action None required.

426102

Error Message `%FTD-6-426102: PORT-CHANNEL:Interface ifc_name is moved to standby in EtherChannel interface port-channel id by CLACP`

Explanation A port has been moved to hot-standby state in a span-cluster channel group.

Recommended Action None required.

426103

Error Message `%FTD-6-426103: PORT-CHANNEL:Interface ifc_name is selected to move from standby to bundle in EtherChannel interface port-channel id by CLACP`

Explanation A standby port has been selected to move to bundled state in a span-cluster channel group.

Recommended Action None required.

426104

Error Message `%FTD-6-426104: PORT-CHANNEL:Interface ifc_name is unselected in EtherChannel interface port-channel id by CLACP`

Explanation A bundled port has been unbundled in a span-cluster channel group to obtain space for other ports to be bundled.

Recommended Action None required.

428002

Error Message `%FTD-6-428002: WAAS confirmed from in_interface :src_ip_addr/src_port to out_interface :dest_ip_addr/dest_port , inspection services bypassed on this connection.`

Explanation WAAS optimization was detected on a connection. All layer 7 inspection services, including IPS, are bypassed on WAAS-optimized connections.

Recommended Action No action is required if the network includes WAE devices; otherwise, the network administrator should investigate the use of the WAAS option on this connection.

429008

Error Message `%FTD-4-429008: Unable to respond to VPN query from CX for session 0x%x . Reason %s`

Explanation The CX sent a VPN session query to the Secure Firewall Threat Defense device, but it did not respond either because of an invalid session ID or another reason. Valid reasons can be any of the following:

- TLV length is invalid
- TLV memory allocation failed
- VPN session query message enqueue failed
- VPN session ID is invalid

Recommended Action None required.

430001

This message number was introduced in Release 6.3. It identifies an intrusion event.

For more information about this and other security event messages, see Security Event Syslog Messages, on page 1.

430002

This message number was introduced in Release 6.3. It identifies a connection event logged at the beginning of the connection.

For more information about this and other security event messages, see Security Event Syslog Messages, on page 1.

430003

This message number was introduced in Release 6.3. It identifies a connection event logged at the end of the connection.

For more information about this and other security event messages, see Security Event Syslog Messages, on page 1.

430004

This message number was introduced in Release 6.4. It identifies a file event. See also 430005, on page 199 for file malware events.

For more information about this and other security event messages, see Security Event Syslog Messages, on page 1.

430005

This message number was introduced in Release 6.4. It identifies a file malware event. See also 430004, on page 199 for file events.

For more information about this and other security event messages, see Security Event Syslog Messages, on page 1.

434001

Error Message `%FTD-4-434001: SFR card not up and fail-close mode used, dropping protocol packet from ingress interface:source IP address /source port to egress interface :destination IP address /destination port`

Explanation A packet has been dropped because of a fail-close configuration for the module. Your loss of connectivity for all the flows is caused by redirecting them to the module, because the fail-close configuration is designed to drop all the flows if the module is down.

Recommended Action Try to understand the reason for failure and restore services. Alternatively, you can use the fail-open option even if the card does not recover immediately. Note that in the fail-open configuration, all packets to the module are bypassed if the card status is down.

434004

Error Message `%FTD-5-434004: SFR requested threat defense to bypass further packet redirection and process flow from %s:%A/%d to %s:%A/%d locally`

Explanation SourceFire (SFR) has determined not to inspect more traffic of a flow and requests the Secure Firewall Threat Defense device to stop redirecting the flow of traffic to SFR.

Recommended Action None Required.

446003

Error Message `%FTD-4-446003: Denied TLS Proxy session from src_int :src_ip /src_port to dst_int :dst_ip /dst_port , UC-IME license is disabled.`

Explanation The UC-IME license is either on or off. Once enabled, UC-IME can use any number of available TLS sessions, according to the Secure Firewall Threat Defense limit and the K8 export limit.

- *src_int* —The source interface name (inside or outside)
- *src_ip* —The source IP address
- *src_port* —The source port
- *dst_int* —The destination interface name (inside or outside)

- *dst_ip* —The destination IP address
- *dst_port* —The destination port

Recommended Action Check to see if UC-IME is disabled. If so, activate it.

447001

Error Message `%FTD-4-447001: ASP DP to CP queue_name was full. Queue length length , limit limit`

Explanation This message indicates a particular data path (DP) to control point (CP) event queue is full, and one or more multiple enqueue actions have failed. If the event contains a packet block, such as for CP application inspection, the packet will be dropped by the DP, and a counter from the **show asp drop** command will increment. If the event is for punt to CP, a typical counter is the Punt no memory ASP-drop counter.

- *queue* —The name of the DP-CP event queue.
- *length* —The current number of events on the queue.
- *limit* —The maximum number of events that are allowed on the queue.

Recommended Action The queue-full condition reflects the fact that the load on the CP has exceeded the CP processing ability, which may or may not be a temporary condition. You should consider reducing the feature load on the CP if this message appears repeatedly. Use the **show asp event dp-cp** command to identify the features that contribute the most load on the event queue.

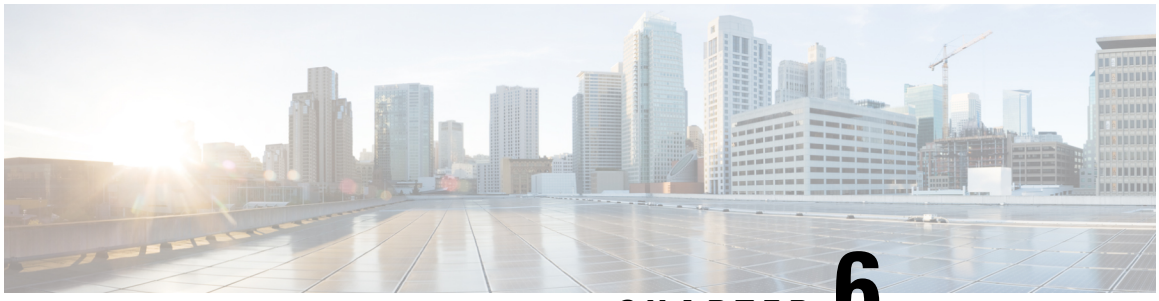
448001

Error Message `%FTD-4-448001: Denied SRTP crypto session setup on flow from src_int :src_ip /src_port to dst_int :dst_ip /dst_port , licensed K8 SRTP crypto session of limit exceeded`

Explanation For a K8 platform, the limit of 250 SRTP crypto sessions is enforced. Each pair of SRTP encrypt or decrypt sessions is counted as one SRTP crypto session. A call is counted toward this limit only when encryption or decryption is required for a medium, which means that if the pass-through is set for the call, even if both legs use SRTP, they are not counted toward this limit.

- *src_int* —The source interface name (inside or outside)
- *src_ip* —The source IP address
- *src_port* —The source port
- *dst_int* —The destination interface name (inside or outside)
- *dst_ip* —The destination IP address
- *dst_port* —The destination port
- *limit* —The K8 limit of SRTP crypto sessions (250)

Recommended Action None required. You can set up new SRTP crypto sessions only when existing SRTP crypto sessions have been released.



CHAPTER 6

Syslog Messages 500001 to 520025

This chapter contains the following sections:

Messages 500001 to 504002

This chapter includes messages from 500001 to 504002.

500001

Error Message `%FTD-5-500001: ActiveX content in java script is modified: src` *`src ip`* `dest` *`dest ip`* `on interface` *`interface name`*

Explanation Ensure the blocking of Java/ActiveX content present in Java script when the policy (filter Java (or) filter ActiveX) is enabled on the Secure Firewall Threat Defense device.

Recommended Action None required.

500002

Error Message `%FTD-5-500002: Java content in java script is modified: src` *`src ip`* `dest` *`dest ip`* `on interface` *`interface name`*

Explanation Ensure the blocking of Java/ActiveX content present in Java script when the policy (filter Java (or) filter ActiveX) is enabled on the Secure Firewall Threat Defense device.

Recommended Action None required.

500003

Error Message `%FTD-5-500003: Bad TCP hdr length (hdrlen=`*`bytes`*` , pktlen=`*`bytes`*` ) from` *`source_address /source_port`* `to` *`dest_address /dest_port`* `, flags:` *`tcp_flags`* `, on interface` *`interface_name`*

Explanation A header length in TCP was incorrect. Some operating systems do not handle TCP resets (RSTs) correctly when responding to a connection request to a disabled socket. If a client tries to connect to an FTP

server outside the Secure Firewall Threat Defense device and the FTP server is not listening, then it sends an RST. Some operating systems send incorrect TCP header lengths, which causes this problem. UDP uses ICMP port unreachable messages.

The TCP header length may indicate that it is larger than the packet length, which results in a negative number of bytes being transferred. A negative number appears by a message as an unsigned number, which makes it appear much larger than it would be normally; for example, it may show 4 GB transferred in one second. This message should occur infrequently.

Recommended Action None required.

500004

Error Message `%FTD-4-500004: Invalid transport field for protocol=`*`protocol`* `, from` *`source_address`* `/`*`source_port`* `to` *`dest_address`* `/`*`dest_port`*

Explanation An invalid transport number was used, in which the source or destination port number for a protocol is zero. The **protocol** value is 6 for TCP and 17 for UDP.

Recommended Action If these messages persist, contact the administrator of the peer.

500005

Error Message `%FTD-3-500005: connection terminated for` *`protocol`* `from` *`in_ifc_name`* `:`*`src_adddress`* *`/src_port`* `to` *`out_ifc_name`* `:`*`dest_address`* `/`*`dest_port`* `due to invalid combination of inspections on same flow. Inspect` *`inspect_name`* `is not compatible with filter` *`filter_name`* `.`

Explanation A connection matched with single or multiple inspection and/or single or multiple filter features that are not allowed to be applied to the same connection.

- *protocol*— The protocol that the connection was using
- *in_ifc_name* —The input interface name
- *src_address* —The source IP address of the connection
- *src_port* —The source port of the connection
- *out_ifc_name* —The output interface name
- *dest_address* —The destination IP address of the connection
- *dest_port* —The destination port of the packet
- *inspect_name* —The inspect or filter feature name
- *filter_name* —The filter feature name

Recommended Action Review the **class-map**, **policy-map**, **service-policy**, and/or **filter** command configurations that are causing the referenced inspection and/or filter features that are matched for the connection. The rules for inspection and filter feature combinations for a connection are as follows:

- - The **inspect http [http-policy-map]** and/or **filter url** and/or **filter java** and/or **filter activex** commands are valid.
  - The **inspect ftp [ftp-policy-map]** and/or **filter ftp** commands are valid.
  - The **filter https** command with any other **inspect** command or **filter** command is not valid.

Besides these listed combinations, any other inspection and/or filter feature combinations are not valid.

501101

Error Message `%FTD-5-501101: User transitioning priv level`

Explanation The privilege level of a command was changed.

Recommended Action None required.

502101

Error Message `%FTD-5-502101: New user added to local dbase: Uname: user Priv: privilege_level Encpass: string`

Explanation A new username record was created, which included the username, privilege level, and encrypted password.

Recommended Action None required.

502102

Error Message `%FTD-5-502102: User deleted from local dbase: Uname: user Priv: privilege_level Encpass: string`

Explanation A username record was deleted, which included the username, privilege level, and encrypted password.

Recommended Action None required.

502103

Error Message `%FTD-5-502103: User priv level changed: Uname: user From: privilege_level To: privilege_level`

Explanation The privilege level of a user changed.

Recommended Action None required.

502111

Error Message `%FTD-5-502111: New group policy added: name: policy_name Type: policy_type`

Explanation A group policy was configured using the **group-policy** CLI command.

- **policy_name**—The name of the group policy
- **policy_type**—Either internal or external

Recommended Action None required.

502112

Error Message `%FTD-5-502112: Group policy deleted: name: policy_name Type: policy_type`

Explanation A group policy has been removed using the **group-policy** CLI command.

- **policy_name**—The name of the group policy
- **policy_type**—Either internal or external

Recommended Action None required.

503001

Error Message `%FTD-5-503001: Process number, Nbr IP_address on interface_name from string to string , reason`

Explanation An OSPFv2 neighbor has changed its state. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the OSPF process.

Recommended Action Copy the message exactly as it appears, and report it to the Cisco TAC.

503002

Error Message `%FTD-5-503002: The last key has expired for interface nameif, packets sent using last valid key.`

Explanation None of the security associations have a lifetime that include the current system time.

Recommended Action Configure a new security association or alter the lifetime of a current security association.

503003

Error Message `%FTD-5-503003: Packet sent | received on interface nameif with expired Key ID key-id.`

Explanation The Key ID configured on the interface expired.

Recommended Action Configure a new key.

503004

Error Message `%FTD-5-503004: Key ID key-id in key chain key-chain-name does not have a key.`

Explanation OSPF has been configured to use cryptographic authentication, however a key or password has not been configured.

Recommended Action Configure a new security association or alter the lifetime of a current security association.

503005

Error Message `%FTD-5-503005: Key ID key-id in key chain key-chain-name does not have a cryptographic algorithm.`

Explanation OSPF has been configured to use cryptographic authentication, however an algorithm has not been configured.

Recommended Action Configure a cryptographic-algorithm for the security association.

503101

Error Message `%FTD-5-503101: Process d , Nbr i on s from s to s , s`

Explanation An OSPFv3 neighbor has changed its state. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the OSPF process.

Recommended Action None required.

504001

Error Message `%FTD-5-504001: Security context context_name was added to the system`

Explanation A security context was successfully added to the Secure Firewall Threat Defense device.

Recommended Action None required.

504002

Error Message `%FTD-5-504002: Security context context_name was removed from the system`

Explanation A security context was successfully removed from the Secure Firewall Threat Defense device.

Recommended Action None required.

Messages 505001 to 520025

This chapter includes messages from 505001 to 520025.

505001

Error Message `%FTD-5-505001: Module string one is shutting down. Please wait...`

Explanation A module is being shut down.

Recommended Action None required.

505002

Error Message `%FTD-5-505002: Module ips is reloading. Please wait...`

Explanation An IPS module is being reloaded.

Recommended Action None required.

505003

Error Message `%FTD-5-505003: Module string one is resetting. Please wait...`

Explanation A module is being reset.

Recommended Action None required.

505004

Error Message `%FTD-5-505004: Module string one shutdown is complete.`

Explanation A module has been shut down.

Recommended Action None required.

505005

Error Message `%FTD-5-505005: Module module_name is initializing control communication. Please wait...`

Explanation A module has been detected, and the Secure Firewall Threat Defense device is initializing control channel communication with it.

Recommended Action None required.

505006

Error Message `%FTD-5-505006: Module string one is Up.`

Explanation A module has completed control channel initialization and is in the UP state.

Recommended Action None required.

505007

Error Message `%FTD-5-505007: Module module_id is recovering. Please wait...`

Error Message `%FTD-5-505007: Module prod_id in slot slot_num is recovering. Please wait...`

Explanation A software module is being recovered with the **sw-module module** *service-module-name* **recover boot** command, or a hardware module is being recovered with the **hw-module module** *slotnum* **recover boot** command.

- **module_id**—The name of the software services module.
- **prod_id**—The product ID string.
- *slot_num* —The slot in which the hardware services module is installed. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.

Recommended Action None required.

505008

Error Message `%FTD-5-505008: Module module_id software is being updated to newver (currently ver )`

Error Message `%FTD-5-505008: Module` *module_id* in slot *slot_num* software is being updated to *newver* (currently *ver*)

Explanation The services module software is being upgraded. The update is proceeding normally.

- *module_id* —The name of the software services module
- *slot_num* —The slot number that contains the hardware services module

- >*newver* —The new version number of software that was not successfully written to the module (for example, 1.0(1)0)
- >*ver* —The current version number of the software on the module (for example, 1.0(1)0)

Recommended Action None required.

505009

Error Message `%FTD-5-505009: Module string one software was updated to newver`

Explanation The 4GE SSM module software was successfully upgraded.

- *string one* —The text string that specifies the module
- *newver* —The new version number of software that was not successfully written to the module (for example, 1.0(1)0)
- *ver* —The current version number of the software on the module (for example, 1.0(1)0)

Recommended Action None required.

505010

Error Message `%FTD-5-505010: Module in slot slot removed.`

Explanation An SSM was removed from the Secure Firewall Threat Defense device chassis.

- **slot**—The slot from which the SSM was removed

Recommended Action None required.

505011

Error Message `%FTD-1-505011: Module ips , data channel communication is UP.`

Explanation The data channel communication recovered from a DOWN state.

Recommended Action None required.

505012

Error Message `%FTD-5-505012: Module module_id , application stopped application , version version`

Error Message `%FTD-5-505012: Module prod_id in slot slot_num , application stopped application , version version`

Explanation An application was stopped or removed from a services module. This may occur when the services module upgraded an application or when an application on the services module was stopped or uninstalled.

- **module_id**—The name of the software services module
- *prod_id* —The product ID string for the device installed in the hardwre services module
- *slot_num* —The slot in which the application was stopped
- **application—**The name of the application stopped
- **version**—The application version stopped

Recommended Action If an upgrade was not occurring on the 4GE SSM or the application was not intentionally stopped or uninstalled, review the logs from the 4GE SSM to determine why the application stopped.

505013

Error Message `%FTD-5-505013: Module module_id application changed from: application version version to: newapplication version newversion .`

Error Message `%FTD-5-505013: Module prod_id in slot slot_nunm application changed from: application version version to: newapplication version newversion .`

Explanation An application version changed, such as after an upgrade. A software update for the application on the services module is complete.

- **module_id**—The name of the software services module
- **application—**The name of the application that was upgraded
- **version**—The application version that was upgraded
- **prod_id—**The product ID string for the device installed in the hardware services module
- **slot_num**—The slot in which the application was upgraded
- **application—**The name of the application that was upgraded
- **version**—The application version that was upgraded
- **newapplication—**The new application name
- **newversion—**The new application version

Recommended Action Verify that the upgrade was expected and that the new version is correct.

505014

Error Message `%FTD-1-505014: Module module_id , application down name , version version reason`

Error Message `%FTD-1-505014: Module prod_id in slot slot_num , application down name , version version reason`

Explanation The application running on the module is disabled.

- **module_id**—The name of the software services module
- **prod_id**—The product ID string for the device installed in the hardware services module
- *slot_num* —The slot in which the application was disabled. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.
- **name**—Application name (string)
- **application—**The name of the application that was upgraded
- **version**—The application version (string)
- **reason—**Failure reason (string)

Recommended Action If the problem persists, contact the Cisco TAC.

505015

Error Message `%FTD-1-505015: Module module_id , application up application , version version`

Error Message `%FTD-1-505015: Module prod_id in slot slot_num , application up application , version version`

Explanation The application running on the SSM in slot *slot_num* is up and running.

- **module_id**—The name of the software services module
- **prod_id**—The product ID string for the device installed in the hardware services module
- *slot_num* —The slot in which the application is running. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.
- **application**—The application name (string)
- **version**—The application version (string)

Recommended Action None required.

505016

Error Message `%FTD-3-505016: Module module_id application changed from: name version version state state to: name version state state .`

Error Message `%FTD-3-505016: Module` *prod_id* in slot *slot_num* application changed from: *name* version *version* state *state* to: *name version* state *state* .

Explanation The application version or a name change was detected.

- **module_id**—The name of the software services module
- **prod_id**—The product ID string for the device installed in the hardware services module
- *slot_num* —The slot in which the application changed. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.
- **name—**Application name (string)
- **version**—The application version (string)
- **state**—Application state (string)
- **application—**The name of the application that changed

Recommended Action Verify that the change was expected and that the new version is correct.

506001

Error Message `%FTD-5-506001: event_source_string event_string`

Explanation The status of a file system has changed. The event and the source of the event that caused a file system to become available or unavailable appear. Examples of sources and events that can cause a file system status change are as follows:

- External CompactFlash removed
- External CompactFlash inserted
- External CompactFlash unknown event

Recommended Action None required.

507001

Error Message `%FTD-5-507001: Terminating TCP-Proxy connection from` *`interface_inside:source_address/source_port`* `to` *`interface_outside`* `:`*`dest_address`* `/`*`dest_port`* `- reassembly limit of` *`limit`* `bytes exceeded`

Explanation The assembly buffer limit was exceeded during TCP segment reassembly.

- **source_address/source_port**—The source IP address and the source port of the packet initiating the connection
- **dest_address/dest_port**—The destination IP address and the destination port of the packet initiating the connection
- **interface_inside**—The name of the interface on which the packet which initiated the connection arrives
- **interface_outside**—The name of the interface on which the packet which initiated the connection exits
- **limit**—The configured embryonic connection limit for the traffic class

Recommended Action None required.

507002

Error Message `%FTD-4-507002: Data copy in proxy-mode exceeded the buffer limit`

Explanation An operational error occurred during processing of a fragmented TCP message.

Recommended Action None required.

507003

Error Message `%FTD-3-507003: The flow of type` *`protocol`* `from the originating interface:` *`src_ip`* `/`*`src_port`* `to` *`dest_if`* `:`*`dest_ip`* `/`*`dest_port`* `terminated by inspection engine,` *`reason`*`-`

Explanation The TCP proxy or session API terminated a connection for various reasons, which are provided in the message.

- **protocol**—The protocol for the flow
- **src_ip**—The source IP address for the flow
- *src_port* —The name of the source port for the flow
- *dest_if* —The destination interface for the flow
- *dest_ip* —The destination IP address for the flow
- *dest_port* —The destination port for the flow
- *reason* —The description of why the flow is being terminated by the inspection engine. Valid reasons include:

- Failed to create flow

- Failed to initialize session API

- Filter rules installed/matched are incompatible

- Failed to consolidate new buffer data with original

- Reset unconditionally

- Reset based on “service reset inbound” configuration

- Disconnected, dropped packet

- Packet length changed
- Reset reflected back to sender
- Proxy inspector reset unconditionally
- Proxy inspector drop reset
- Proxy inspector received data after FIN
- Proxy inspector disconnected, dropped packet
- Inspector reset unconditionally
- Inspector drop reset
- Inspector received data after FIN
- Inspector disconnected, dropped packet
- Could not buffer unprocessed data
- Session API proxy forward failed
- Conversion of inspect data to session data failed
- SSL channel for TLS proxy is closed

Recommended Action None required.

509001

Error Message `%FTD-5-509001: Connection attempt from src_intf :src_ip /src_port [([idfw_user | FQDN_string ], sg_info )] to dst_intf :dst_ip /dst_port [([idfw_user | FQDN_string ], sg_info )] was prevented by "no forward" command.`

Explanation The **no forward interface** command was entered to block traffic from the source interface to the destination interface given in the message. This command is required on low-end platforms to allow the creation of interfaces beyond the licensed limit.

- **src_intf**—The name of the source interface to which the **no forward interface** command restriction applies
- **dst_intf**—The name of the destination interface to which the **no forward interface** command restriction applies
- *sg_info* —The security group name or tag for the specified IP address

Recommended Action Upgrade the license to remove the requirement of this command on low-end platforms, then remove the command from the configuration.

520001

Error Message `%FTD-3-520001: error_string`

Explanation A malloc failure occurred in ID Manager. The errror string can be either of the following:

- Malloc failure—id_reserve
- Malloc failure—id_get

Recommended Action Contact the Cisco TAC.

520002

Error Message `%FTD-3-520002: bad new ID table size`

Explanation A bad new table request to the ID Manager occurred.

Recommended Action Contact the Cisco TAC.

520003

Error Message `%FTD-3-520003: bad id in error_string (id: 0xid_num)`

Explanation An ID Manager error occurred. The error string may be any of the following:

- id_create_new_table (no more entries allowed)
- id_destroy_table (bad table ID)
- id_reserve
- id_reserve (bad ID)
- id_reserve: ID out of range
- id_reserve (unassigned table ID)
- id_get (bad table ID)
- id_get (unassigned table ID)
- id_get (out of IDs!)
- id_to_ptr
- id_to_ptr (bad ID)
- id_to_ptr (bad table ID)
- id_get_next_id_ptr (bad table ID)
- id_delete
- id_delete (bad ID)
- id_delete (bad table key)

Recommended Action Contact the Cisco TAC.

520004

Error Message `%FTD-3-520004: error_string`

Explanation An id_get was attempted at the interrupt level.

Recommended Action Contact the Cisco TAC.

520005

Error Message `%FTD-3-520005: error_string`

Explanation An internal error occurred with the ID Manager.

Recommended Action Contact the Cisco TAC.

520010

Error Message `%FTD-3-520010: Bad queue elem – qelem_ptr : flink flink_ptr , blink blink_ptr , flink-blink flink_blink_ptr , blink-flink blink_flink_ptr`

Explanation An internal software error occurred, which can be any of the following:

- *qelem_ptr* —A pointer to the queue data structure
- *flink_ptr* —A pointer to the forward element of the queue data structure
- *blink_ptr* —A pointer to the backward element of the queue data structure
- *flink_blink_ptr* —A pointer to the forward element's backward pointer of the queue data structure
- *blink_flink_ptr* —A pointer to the backward element's forward pointer of the queue data structure

Recommended Action Contact the Cisco TAC.

520011

Error Message `%FTD-3-520011: Null queue elem`

Explanation An internal software error occurred.

Recommended Action Contact the Cisco TAC.

520013

Error Message `%FTD-3-520013: Regular expression access check with bad list acl_ID`

Explanation A pointer to an access list is invalid.

Recommended Action The event that caused this message to be issued should not have occurred. It can mean that one or more data structures have been overwritten. If this message recurs, and you decide to report it to your TAC representative, you should copy the text of the message exactly as it appears and include the associated stack trace. Because access list corruption may have occurred, a TAC representative should verify that access lists are functioning correctly.

520020

Error Message `%FTD-3-520020: No memory available`

Explanation The system is out of memory.

Recommended Action Try one of the following actions to correct the problem:

- Reduce the number of routes accepted by this router.
- Upgrade hardware.
- Use a smaller subset image on run-from-RAM platforms.

520021

Error Message `%FTD-3-520021: Error deleting trie entry, error_message`

Explanation A software programming error occurred. The error message can be any of the following:

- Inconsistent annotation

- Couldn't find our annotation
- Couldn't find deletion target

Recommended Action Copy the error message exactly as it appears, and report it to Cisco TAC.

520022

Error Message `%FTD-3-520022: Error adding mask entry, error_message`

Explanation A software or hardware error occurred. The error message can be any of the following:

- Mask already in tree
- Mask for route not entered
- Non-unique normal route, mask not entered

Recommended Action Copy the error message exactly as it appears, and report it to Cisco TAC.

520023

Error Message `%FTD-3-520023: Invalid pointer to head of tree, 0x radix_node_ptr`

Explanation A software programming error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to Cisco TAC.

520024

Error Message `%FTD-3-520024: Orphaned mask #radix_mask_ptr, refcount= radix_mask_ptr's ref count at #radix_node_address, next= #radix_node_nxt`

Explanation A software programming error occurred.

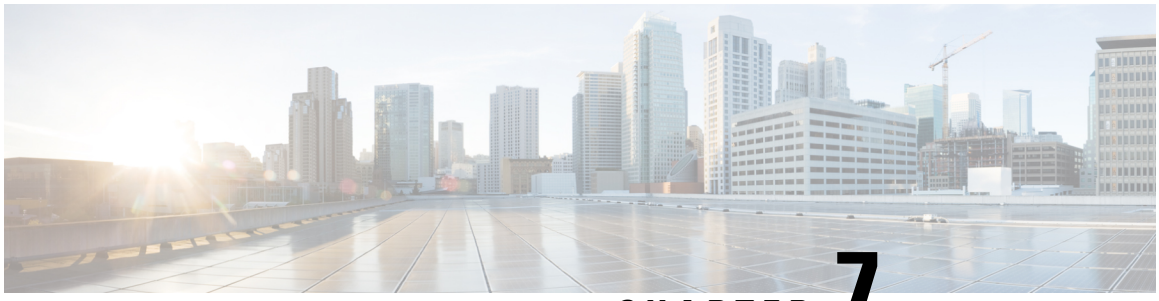
Recommended Action Copy the error message exactly as it appears, and report it to Cisco TAC.

520025

Error Message `%FTD-3-520025: No memory for radix initialization: err_msg`

Explanation The system ran out of memory during initialization. This should only occur if an image is too large for the existing dynamic memory. The error message can be either of the following:Initializing leaf nodesMask housekeeping

Recommended Action Use a smaller subset image or upgrade hardware.



CHAPTER 7

Syslog Messages 602101 to 622102

This chapter contains the following sections:

Messages 602101 to 609002

This section includes messages from 602101 to 609002.

602101

Error Message `%FTD-6-602101: PMTU-D packet number bytes greater than effective mtu number dest_addr=dest_address , src_addr=source_address , prot=protocol`

Explanation The Secure Firewall Threat Defense device sent an ICMP destination unreachable message and fragmentation is needed.

Recommended Action Make sure that the data is sent correctly.

602103

Error Message `%FTD-6-602103: IPSEC: Received an ICMP Destination Unreachable from src_addr with suggested PMTU of rcvd_mtu; PMTU updated for SA with peer peer_addr, SPI spi, tunnel name username, old PMTU old_mtu, new PMTU new_mtu.`

Explanation The MTU of an SA was changed. When a packet is received for an IPsec tunnel, the corresponding SA is located and the MTU is updated based on the MTU suggested in the ICMP packet. If the suggested MTU is greater than 0 but less than 256, then the new MTU is set to 256. If the suggested MTU is 0, the old MTU is reduced by 256 or it is set to 256—whichever value is greater. If the suggested MTU is greater than 256, then the new MTU is set to the suggested value.

- src_addr—IP address of the PMTU sender
- rcvd_mtu—Suggested MTU received in the PMTU message
- peer_addr—IP address of the IPsec peer
- spi—IPsec Security Parameter Index
- username—Username associated with the IPsec tunnel
- old_mtu—Previous MTU associated with the IPsec tunnel

- new_mtu—New MTU associated with the IPsec tunnel

Recommended Action None required.

602104

Error Message `%FTD-6-602104: IPSEC: Received an ICMP Destination Unreachable from src_addr , PMTU is unchanged because suggested PMTU of rcvd_mtu is equal to or greater than the current PMTU of curr_mtu , for SA with peer peer_addr , SPI spi , tunnel name username .`

Explanation An ICMP message was received indicating that a packet sent over an IPsec tunnel exceeded the path MTU, and the suggested MTU was greater than or equal to the current MTU. Because the MTU value is already correct, no MTU adjustment is made. This may happen when multiple PMTU messages are received from different intermediate stations, and the MTU is adjusted before the current PMTU message is processed.

- **src_addr**—IP address of the PMTU sender
- **rcvd_mtu**—Suggested MTU received in the PMTU message
- **curr_mtu**—Current MTU associated with the IPsec tunnel
- **peer_addr**—IP address of the IPsec peer
- **spi**—IPsec Security Parameter Index
- *username* —Username associated with the IPsec tunnel

Recommended Action None required.

602303

Error Message `%FTD-6-602303: IPSEC: An direction tunnel_type SA (SPI=spi ) between local_IP and remote_IP (username ) has been created.`

Explanation A new SA was created.

- direction—SA direction (inbound or outbound)
- tunnel_type—SA type (remote access or L2L)
- spi—IPsec Security Parameter Index
- local_IP—IP address of the tunnel local endpoint
- remote_IP—IP address of the tunnel remote endpoint
- >*username* —Username associated with the IPsec tunnel

Recommended Action None required.

602304

Error Message `%FTD-6-602304: IPSEC: An direction tunnel_type SA (SPI=spi ) between local_IP and remote_IP (username ) has been deleted.`

Explanation An SA was deleted.

- direction—SA direction (inbound or outbound)
- tunnel_type—SA type (remote access or L2L)
- spi—IPsec Security Parameter Index
- local_IP—IP address of the tunnel local endpoint
- remote_IP—IP address of the tunnel remote endpoint

- >*username* —Username associated with the IPsec tunnel

Recommended Action None required.

602305

Error Message `%FTD-3-602305: IPSEC: SA creation error, source source address , destination destination address , reason error string`

Explanation An error has occurred while creating an IPsec security association.

Recommended Action This is typically a transient error condition. If this message occurs consistently, contact the Cisco TAC.

602306

Error Message `%FTD-3-602306: IPSEC: SA change peer IP error, SPI: IPsec SPI, (src {original src IP address | original src port}, dest {original dest IP address| original dest port} => src {new src IP address | new src port}, dest: {new dest IP address | new dest port}), reason failure reason`

Explanation An error has occurred while updating an IPsec tunnel's peer address for Mobile IKE and the peer address could not be changed.

Recommended Action This is typically a transient error condition. If this message occurs consistently, contact the Cisco TAC.

604101

Error Message `%FTD-6-604101: DHCP client interface interface_name : Allocated ip = IP_address , mask = netmask , gw = gateway_address`

Explanation The Secure Firewall Threat Defense DHCP client successfully obtained an IP address from a DHCP server. The dhcpc command statement allows the Secure Firewall Threat Defense device to obtain an IP address and network mask for a network interface from a DHCP server, as well as a default route. The default route statement uses the gateway address as the address of the default router.

Recommended Action None required.

604102

Error Message `%FTD-6-604102: DHCP client interface interface_name : address released`

Explanation The Secure Firewall Threat Defense DHCP client released an allocated IP address back to the DHCP server.

Recommended Action None required.

604103

Error Message `%FTD-6-604103: DHCP daemon interface interface_name : address granted MAC_address (IP_address )`

Explanation The Secure Firewall Threat Defense DHCP server granted an IP address to an external client.

Recommended Action None required.

604104

Error Message `%FTD-6-604104: DHCP daemon interface interface_name : address released build_number (IP_address )`

Explanation An external client released an IP address back to the Secure Firewall Threat Defense DHCP server.

Recommended Action None required.

604105

Error Message `%FTD-4-604105: DHCPD: Unable to send DHCP reply to client hardware_address on interface interface_name . Reply exceeds options field size (options_field_size ) by number_of_octets octets.`

Explanation An administrator can configure the DHCP options to return to the DHCP client. Depending on the options that the DHCP client requests, the DHCP options for the offer could exceed the message length limits. A DHCP offer cannot be sent, because it will not fit within the message limits.

- *hardware_address* —The hardware address of the requesting client.
- *interface_name*— The interface to which server messages are being sent and received
- *options_field_size* —The maximum options field length. The default is 312 octets, which includes 4 octets to terminate.
- *number_of_octets* —The number of exceeded octets.

Recommended Action Reduce the size or number of configured DHCP options.

604201

Error Message `%FTD-6-604201: DHCPv6 PD client on interface <pd-client-iface> received delegated prefix <prefix> from DHCPv6 PD server <server-address> with preferred lifetime <in-seconds> seconds and valid lifetime <in-seconds> seconds.`

Explanation This syslog is displayed whenever DHCPv6 PD client is received with delegated prefix from PD server as part of initial 4-way exchange. In the case of multiple prefixes, the syslog is displayed for each prefix.

- *pd-client-iface*—The interface name on which the DHCPv6 PD client is enabled.
- *prefix*—Prefix received from DHCPv6 PD server.
- *server-address*—DHCPv6 PD server address.
- *in-seconds*—Associated preferred and valid lifetime in seconds for delegated prefixes.

Recommended Action None.

604202

Error Message `%FTD-6-604202: DHCPv6 PD client on interface <pd-client-iface> releasing delegated prefix <prefix> received from DHCPv6 PD server <server-address>.`

Explanation This syslog is displayed whenever DHCPv6 PD Client is releasing delegated prefix(s) received from PD Server upon no configuration. In the case of multiple prefixes, the syslog is displayed for each prefix.

- *pd-client-iface*—The interface name on which the DHCPv6 PD client is enabled.
- *prefix*—Prefix received from DHCPv6 PD server.
- *server-address*—DHCPv6 PD server address.

Recommended Action None.

604203

Error Message `%FTD-6-604203: DHCPv6 PD client on interface <pd-client-iface> renewed delegated prefix <prefix> from DHCPv6 PD server <server-address> with preferred lifetime <in-seconds> seconds and valid lifetime <in-seconds> seconds.`

Explanation This syslog is displayed whenever DHCPv6 PD Client initiate renewal of previously allocated delegated prefix from PD Server and upon successful. In the case of multiple prefixes, the syslog is displayed for each prefix.

- *pd-client-iface*—The interface name on which the DHCPv6 PD client is enabled.
- *prefix*—Prefix received from DHCPv6 PD server.
- *server-address*—DHCPv6 PD server address.
- *in-seconds*—Associated preferred and valid lifetime in seconds for delegated prefixes.

Recommended Action None.

604204

Error Message `%FTD-6-604204: DHCPv6 delegated prefix <delegated prefix> got expired on interface <pd-client-iface>, received from DHCPv6 PD server <server-address>.`

Explanation This syslog is displayed whenever DHCPv6 PD Client received delegated prefix is getting expired.

- *pd-client-iface*—The interface name on which the DHCPv6 PD client is enabled.
- *prefix*—Prefix received from DHCPv6 PD server.
- *delegated prefix*—The delegated prefix received from DHCPv6 PD server.

Recommended Action None.

604205

Error Message `%FTD-6-604205: DHCPv6 client on interface <client-iface> allocated address <ipv6-address> from DHCPv6 server <server-address> with preferred lifetime <in-seconds> seconds and valid lifetime <in-seconds> seconds`

Explanation This syslog is displayed whenever DHCPv6 Client address is received from DHCPv6 Server as part of initial 4-way exchange and is valid. In the case of multiple addresses, the syslog is displayed for each received address.

- *client-iface*—The interface name on which the DHCPv6 client address is enabled.
- *ipv6-address*—IPv6 Address received from DHCPv6 server.
- *server-address*—DHCPv6 server address.

- *in-seconds*—Associated preferred and valid lifetime in seconds for client address.

Recommended Action None.

604207

Error Message `%FTD-6-604207: DHCPv6 client on interface <client-iface> renewed address <ipv6-address> from DHCPv6 server <server-address> with preferred lifetime <in-seconds> seconds and valid lifetime <in-seconds> seconds.`

Explanation This syslog is displayed whenever DHCPv6 client initiates renewal of previously allocated address from DHCPv6 server. In the case of multiple addresses, the syslog is displayed for each renewed address.

- *client-iface*—The interface name on which the DHCPv6 client address is enabled.
- *ipv6-address*—IPv6 Address received from DHCPv6 server.
- *server-address*—DHCPv6 server address.
- *in-seconds*—Associated preferred and valid lifetime in seconds for client address.

Recommended Action None.

604206

Error Message `%FTD-6-604206: DHCPv6 client on interface <client-iface> releasing address <ipv6-address> received from DHCPv6 server <server-address>.`

Explanation DHCPv6 Client is releasing received client address whenever no configuration of DHCPv6 client address is performed. In the case of multiple addresses release, the syslog is displayed for each address.

- *client-iface*—The interface name on which the DHCPv6 client address is enabled.
- *ipv6-address*—IPv6 address received from DHCPv6 server.
- *server-address*—DHCPv6 server address.

Recommended Action None.

604208

Error Message `%FTD-6-604208: DHCPv6 client address <ipv6-address> got expired on interface <client-iface>, received from DHCPv6 server <server-address>`

Explanation This syslog is displayed whenever DHCPv6 client received address is getting expired.

- *client-iface*—The interface name on which the DHCPv6 client address is enabled.
- *ipv6-address*—IPv6 Address received from DHCPv6 server.
- *server-address*—DHCPv6 server address.

Recommended Action None.

605004

Error Message `%FTD-6-605004: Login denied from source-address/source-port to interface:destination/service for user "username "`

Explanation The following form of the message appears when the user attempts to log in to the console:

```
Login denied from serial to console for user "username"
```

An incorrect login attempt or a failed login to the Secure Firewall Threat Defense device occurred. For all logins, three attempts are allowed per session, and the session is terminated after three incorrect attempts. For SSH and Telnet logins, this message is generated after the third failed attempt or if the TCP session is terminated after one or more failed attempts. For other types of management sessions, this message is generated after every failed attempt. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

- *source-address*— Source address of the login attempt
- *source-port*— Source port of the login attempt
- *interface*— Destination management interface
- *destination*— Destination IP address
- *service*— Destination service
- *username* — Destination management interface

Recommended Action If this message appears infrequently, no action is required. If this message appears frequently, it may indicate an attack. Communicate with the user to verify the username and password.

605005

Error Message `%FTD-6-605005: Login permitted from source-address /source-port to interface:destination /service for user "username "`

The following form of the message appears when the user logs in to the console:

```
Login permitted from serial to console for user "username"
```

Explanation A user was authenticated successfully, and a management session started.

- *source-address*— Source address of the login attempt
- *source-port*— Source port of the login attempt
- *interface*— Destination management interface
- *destination*— Destination IP address
- *service*— Destination service
- *username*— Destination management interface

Recommended Action None required.

607001

Error Message `%FTD-6-607001: Pre-allocate SIP connection_type secondary channel for interface_name:IP_address/port to interface_name:IP_address from string message`

Explanation The **fixup sip** command preallocated a SIP connection after inspecting a SIP message . The **connection_type** is one of the following strings:

- SIGNALLING UDP
- SIGNALLING TCP
- SUBSCRIBE UDP
- SUBSCRIBE TCP

- Via UDP
- Route
- RTP
- RTCP

Recommended Action None required.

607002

Error Message `%FTD-4-607002: action_class : action SIP req_resp req_resp_info from src_ifc :sip /sport to dest_ifc :dip /dport ; further_info`

Explanation A SIP classification was performed on a SIP message, and the specified criteria were satisfied. As a result, the configured action occurs.

- *action_class* —The class of the action: SIP Classification for SIP match commands or SIP Parameter for parameter commands
- *action* —The action taken: Dropped, Dropped connection for, Reset connection for, or Masked header flags for
- *req_resp* —Request or Response
- *req_resp_info* —The SIP method name if the type is Request: INVITE or CANCEL. The SIP response code if the type is Response: 100, 183, 200.
- *src_ifc* —The source interface name
- *sip* —The source IP address
- *sport* —The source port
- *dest_ifc* —The destination interface name
- *dip* —The destination IP address
- *dport* —The destination port
- *further_info* —More information appears for SIP match and SIP parameter commands, as follows:

For SIP match commands:

matched Class **id**: **class-name**

For example:

```
matched Class 1234: my_class
```

For SIP parameter commands:

parameter-command: **descriptive-message**

For example:

```
strict-header-validation: Mandatory header field Via is missing
state-checking: Message CANCEL is not permitted to create a Dialog.
```

Recommended Action None required.

607003

Error Message `%FTD-6-607003: action_class : Received SIP req_resp req_resp_info from src_ifc :sip /sport to dest_ifc :dip /dport ; further_info`

Explanation A SIP classification was performed on a SIP message, and the specified criteria were satisfied. As a result, the standalone log action occurs.

- *action_class* —SIP classification for SIP match commands or SIP parameter for parameter commands
- *req_resp* —Request or Response
- *req_resp_info* —The SIP method name if the type is Request: INVITE or CANCEL. The SIP response code if the type is Response: 100, 183, 200.
- *src_ifc* —The source interface name
- *sip* —The source IP address
- *sport* —The source port
- *dest_ifc* —The destination interface name
- *dip* —The destination IP address.
- *dport* —The destination port.
- *further_info* —More information appears for SIP match and SIP parameter commands, as follows:

For SIP match commands:

matched Class **id**: **class-name**

For example:

```
matched Class 1234: my_class
```

For SIP parameter commands:

parameter-command: **descriptive-message**

For example:

```
strict-header-validation: Mandatory header field Via is missing
state-checking: Message CANCEL is not permitted to create a Dialog.
```

Recommended Action None required.

607004

Error Message `%FTD-4-607004: Phone Proxy: Dropping SIP message from src_if:src_ip /src_port to dest_if :dest_ip /dest_port with source MAC mac_address due to secure phone database mismatch.`

Explanation The MAC address in the SIP message is compared with the secure database entries in addition to the IP address and interface. If they do not match, then the particular message is dropped.

Recommended Action None required.

608001

Error Message `%FTD-6-608001: Pre-allocate Skinny connection_type secondary channel for interface_name:IP_address to interface_name:IP_address from string message`

Explanation The **inspect skinny** command preallocated a Skinny connection after inspecting a Skinny message . The **connection_type** is one of the following strings:

- SIGNALLING UDP
- SIGNALLING TCP

- SUBSCRIBE UDP
- SUBSCRIBE TCP
- Via UDP
- Route
- RTP
- RTCP

Recommended Action None required.

608002

Error Message `%FTD-4-608002: Dropping Skinny message for in_ifc :src_ip /src_port to out_ifc :dest_ip /dest_port , SCCP Prefix length value too small`

Explanation A Skinny (SSCP) message was received with an SCCP prefix length less than the minimum length configured.

- *in_ifc* —The input interface
- *src_ip* —The source IP address of the packet
- *src_port* —The source port of the packet
- *out_ifc* —The output interface
- *dest_ip* —The destination IP address of the packet
- *dest_port* —The destination port of the packet
- *value* —The SCCP prefix length of the packet

Recommended Action If the SCCP message is valid, then customize the Skinny policy map to increase the minimum length value of the SSCP prefix.

608003

Error Message `%FTD-4-608003: Dropping Skinny message for in_ifc :src_ip /src_port to out_ifc :dest_ip /dest_port , SCCP Prefix length value too large`

Explanation A Skinny (SSCP) message was received with an SCCP prefix length greater than the maximum length configured.

- *in_ifc* —The input interface
- *src_ip* —The source IP address of the packet
- *src_port* —The source port of the packet
- *out_ifc* —The output interface
- *dest_ip* —The destination IP address of the packet
- *dest_port* —The destination port of the packet
- *value* —The SCCP prefix length of the packet

Recommended Action If the SCCP message is valid, then customize the Skinny policy map to increase the maximum length value of the SCCP prefix.

609001

Error Message `%FTD-7-609001: Built local-host zone-name/* :ip-address`

Explanation A network state container was reserved for host **ip-address** connected to zone *zone-name* . The zone-name/* parameter is used if the interface on which the host is created is part of a zone. The asterisk symbolizes all interfaces because hosts do not belong to any one interface.

Recommended Action None required.

609002

Error Message `%FTD-7-609002: Teardown local-host zone-name/* :ip-address duration time`

Explanation A network state container for host **ip-address** connected to zone **zone-name** was removed. The zone-name/* parameter is used if the interface on which the host is created is part of a zone. The asterisk symbolizes all interfaces because hosts do not belong to any one interface.

Recommended Action None required.

Messages 610101 to 622102

This section includes messages from 610101 to 622102.

611101

Error Message `%FTD-6-611101: User authentication succeeded: IP, IP address : Uname: user`

Explanation User authentication succeeded when accessing the Secure Firewall Threat Defense device. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

- *IP address* —The IP address of the client that succeeded user authentication
- *user* —The user that authenticated

Recommended Action None required.

611102

Error Message `%FTD-6-611102: User authentication failed: IP = IP address, Uname: user`

Explanation User authentication failed when attempting to access the Secure Firewall Threat Defense device. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

- *IP address* —The IP address of the client that failed user authentication
- *user* —The user that authenticated

Recommended Action None required.

611103

Error Message `%FTD-5-611103: User logged out: Uname: user`

Explanation The specified user logged out.

Recommended Action None required.

611104

Error Message `%FTD-5-611104: Serial console idle timeout exceeded`

Explanation The configured idle timeout for the Secure Firewall Threat Defense serial console was exceeded because of no user activity.

Recommended Action None required.

611301

Error Message `%FTD-6-611301: VPNClient: NAT configured for Client Mode with no split tunneling: NAT address: mapped_address`

Explanation The VPN client policy for client mode with no split tunneling was installed.

Recommended Action None required.

611302

Error Message `%FTD-6-611302: VPNClient: NAT exemption configured for Network Extension Mode with no split tunneling`

Explanation The VPN client policy for network extension mode with no split tunneling was installed.

Recommended Action None required.

611303

Error Message `%FTD-6-611303: VPNClient: NAT configured for Client Mode with split tunneling: NAT address: mapped_address Split Tunnel Networks: IP_address/netmask IP_address/netmask`

Explanation The VPN client policy for client mode with split tunneling was installed.

Recommended Action None required.

611304

Error Message `%FTD-6-611304: VPNClient: NAT exemption configured for Network Extension Mode with split tunneling: Split Tunnel Networks: IP_address/netmask IP_address/netmask`

Explanation The VPN client policy for network extension mode with split tunneling was installed.

Recommended Action None required.

611305

Error Message `%FTD-6-611305: VPNClient: DHCP Policy installed: Primary DNS: IP_address Secondary DNS: IP_address Primary WINS: IP_address Secondary WINS: IP_address`

Explanation The VPN client policy for DHCP was installed.

Recommended Action None required.

611306

Error Message `%FTD-6-611306: VPNClient: Perfect Forward Secrecy Policy installed`

Explanation Perfect forward secrecy was configured as part of the VPN client download policy.

Recommended Action None required.

611307

Error Message `%FTD-6-611307: VPNClient: Head end: IP_address`

Explanation The VPN client is connected to the specified headend.

Recommended Action None required.

611308

Error Message `%FTD-6-611308: VPNClient: Split DNS Policy installed: List of domains: string string`

Explanation A split DNS policy was installed as part of the VPN client downloaded policy.

Recommended Action None required.

611309

Error Message `%FTD-6-611309: VPNClient: Disconnecting from head end and uninstalling previously downloaded policy: Head End: IP_address`

Explanation A VPN client is disconnecting and uninstalling a previously installed policy.

Recommended Action None required.

611310

Error Message `%FTD-6-611310: VNPClient: XAUTH Succeeded: Peer: IP_address`

Explanation The VPN client Xauth succeeded with the specified headend.

Recommended Action None required.

611311

Error Message `%FTD-6-611311: VNPClient: XAUTH Failed: Peer: IP_address`

Explanation The VPN client Xauth failed with the specified headend.

Recommended Action None required.

611312

Error Message `%FTD-6-611312: VPNClient: Backup Server List: reason`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, the Easy VPN server downloaded a list of backup servers to the Secure Firewall Threat Defense device. This list overrides any backup servers that you have configured locally. If the downloaded list is empty, then the Secure Firewall Threat Defense device uses no backup servers. The **reason** is one of the following messages:

- A list of backup server IP addresses
- Received NULL list. Deleting current backup servers

Recommended Action None required.

611313

Error Message `%FTD-3-611313: VPNClient: Backup Server List Error: reason`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, and the Easy VPN server downloads a backup server list to the Secure Firewall Threat Defense device, the list includes an invalid IP address or a hostname. The Secure Firewall Threat Defense device does not support DNS, and therefore does not support hostnames for servers, unless you manually map a name to an IP address using the **name** command.

Recommended Action On the Easy VPN server, make sure that the server IP addresses are correct, and configure the servers as IP addresses instead of hostnames. If you must use hostnames on the server, use the **name** command on the Easy VPN remote device to map the IP addresses to names.

611314

Error Message `%FTD-6-611314: VPNClient: Load Balancing Cluster with Virtual IP: IP_address has redirected the to server IP_address`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, the director server of the load balancing group redirected the Secure Firewall Threat Defense device to connect to a particular server.

Recommended Action None required.

611315

Error Message `%FTD-6-611315: VPNClient: Disconnecting from Load Balancing Cluster member IP_address`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, it disconnected from a load balancing cluster server.

Recommended Action None required.

611316

Error Message `%FTD-6-611316: VPNClient: Secure Unit Authentication Enabled`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, the downloaded VPN policy enabled SUA.

Recommended Action None required.

611317

Error Message `%FTD-6-611317: VPNClient: Secure Unit Authentication Disabled`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, the downloaded VPN policy disabled SUA.

Recommended Action None required.

611318

Error Message `%FTD-6-611318: VPNClient: User Authentication Enabled: Auth Server IP: IP_address Auth Server Port: port Idle Timeout: time`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, the downloaded VPN policy enabled IUA for users on the Secure Firewall Threat Defense device inside network.

- **IP_address**—The server IP address to which the Secure Firewall Threat Defense device sends authentication requests.
- **port**—The server port to which the Secure Firewall Threat Defense device sends authentication requests
- **time**—The idle timeout value for authentication credentials

Recommended Action None required.

611319

Error Message `%FTD-6-611319: VPNClient: User Authentication Disabled`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, the downloaded VPN policy disabled IUA for users on the Secure Firewall Threat Defense inside network.

Recommended Action None required.

611320

Error Message `%FTD-6-611320: VPNClient: Device Pass Thru Enabled`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, the downloaded VPN policy enabled device pass-through. The device pass-through feature allows devices that cannot perform authentication (such as an IP phone) to be exempt from authentication when IUA is enabled. If the Easy VPN server enabled this feature, you can specify the devices that should be exempt from authentication (IUA) using the **vpnclient mac-exempt** command on the Secure Firewall Threat Defense device.

Recommended Action None required.

611321

Error Message `%FTD-6-611321: VPNClient: Device Pass Thru Disabled`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, the downloaded VPN policy disabled device pass-through.

Recommended Action None required.

611322

Error Message `%FTD-6-611322: VPNClient: Extended XAUTH conversation initiated when SUA disabled`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device and the downloaded VPN policy disabled SUA, the Easy VPN server uses two-factor/SecurID/cryptocard-based authentication mechansims to authenticate the Secure Firewall Threat Defense device using XAUTH.

Recommended Action If you want the Easy VPN remote device to be authenticated using two-factor/SecureID/cryptocard-based authentication mechanisms, enable SUA on the server.

611323

Error Message `%FTD-6-611323: VPNClient: Duplicate split nw entry`

Explanation When the Secure Firewall Threat Defense device is an Easy VPN remote device, the downloaded VPN policy included duplicate split network entries. An entry is considered a duplicate if it matches both the network address and the network mask.

Recommended Action Remove duplicate split network entries from the VPN policy on the Easy VPN server.

612001

Error Message `%FTD-5-612001: Auto Update succeeded:`*`filename`*` , version:`*`number`*

Explanation An update from an Auto Update server was successful. The **filename** variable is image, ASDM file, or configuration. The **version number** variable is the version number of the update.

Recommended Action None required.

612002

Error Message `%FTD-4-612002: Auto Update failed:`*`filename`*` , version:`*`number`*` , reason:`*`reason`*

Explanation An update from an Auto Update server failed.

- **filename**—Either an image file, an ASDM file, or a configuration file.
- **number**—The version number of the update.
- **reason**—The failure reason, which may be one of the following:

- Failover module failed to open stream buffer

- Failover module failed to write data to stream buffer

- Failover module failed to perform control operation on stream buffer

- Failover module failed to open flash file

- Failover module failed to write data to flash

- Failover module operation timeout

- Failover command link is down

- Failover resource is not available

- Invalid failover state on mate

- Failover module encountered file transfer data corruption

- Failover active state change

- Failover command EXEC failed

- The image cannot run on current system

- Unsupported file type

Recommended Action Check the configuration of the Auto Update server. Check to see if the standby unit is in the failed state. If the Auto Update server is configured correctly, and the standby unit is not in the failed state, contact the Cisco TAC.

612003

Error Message `%FTD-4-612003:Auto Update failed to contact:`*`url`* `, reason:`*`reason`*

Explanation The Auto Update daemon was unable to contact the specified URL **url**, which can be the URL of the Auto Update server or one of the file server URLs returned by the Auto Update server. The **reason** field describes why the contact failed. Possible reasons for the failure include no response from the server, authentication failed, or a file was not found.

Recommended Action Check the configuration of the Auto Update server.

613001

Error Message `%FTD-6-613001: Checksum Failure in database in area` *`string`* `Link State Id` *`IP_address`* `Old Checksum` *`number`* `New Checksum` *`number`*

Explanation OSPF has detected a checksum error in the database because of memory corruption.

Recommended Action Restart the OSPF process.

613002

Error Message `%FTD-6-613002: interface` *`interface_name`* `has zero bandwidth`

Explanation The interface reported its bandwidth as zero.

Recommended Action Copy the message exactly as it appears, and report it to the Cisco TAC.

613003

Error Message `%FTD-6-613003:` *`IP_address netmask`* `changed from area` *`string`* `to area` *`string`*

Explanation An OSPF configuration change has caused a network range to change areas.

Recommended Action Reconfigure OSPF with the correct network range.

613004

Error Message `%FTD-3-613004: Internal error: memory allocation failure`

Explanation An internal software error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to Cisco TAC.

613005

Error Message `%FTD-3-613005: Flagged as being an ABR without a backbone area`

Explanation The router was flagged as an Area Border Router (ABR) without a backbone area in the router.

Recommended Action Restart the OSPF process.

613006

Error Message `%FTD-3-613006: Reached unknown state in neighbor state machine`

Explanation An internal software error in this router has resulted in an invalid neighbor state during database exchange.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error and submit them to Cisco TAC.

613007

Error Message `%FTD-3-613007: area string lsid IP_address mask netmask type number`

Explanation OSPF is trying to add an existing LSA to the database.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error and submit them to Cisco TAC.

613008

Error Message `%FTD-3-613008: if inside if_state number`

Explanation An internal error occurred.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error and submit them to Cisco TAC.

613011

Error Message `%FTD-3-613011: OSPF process number is changing router-id. Reconfigure virtual link neighbors with our new router-id`

Explanation An OSPF process is being reset, and it is going to select a new router ID. This action brings down all virtual links. To make them work again, the virtual link configuration needs to be changed on all virtual link neighbors.

Recommended Action Change the virtual link configuration on all the virtual link neighbors to reflect the new router ID.

613013

Error Message `%FTD-3-613013: OSPF LSID IP_address adv IP_address type number gateway IP_address metric number forwarding addr route IP_address/mask type number has no corresponding LSA`

Explanation OSPF found inconsistency between its database and the IP routing table.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error, and submit them to Cisco TAC.

613014

Error Message `%FTD-6-613014: Base topology enabled on interface string attached to MTR compatible mode area string`

Explanation OSPF interfaces attached to MTR-compatible OSPF areas require the base topology to be enabled.

Recommended Action None.

613015

Error Message `%FTD-4-613015: Process 1 flushes LSA ID IP_address type-number adv-rtr IP_address in area mask`

Explanation A router is extensively re-originating or flushing the LSA reported by this error message.

Recommended Action If this router is flushing the network LSA, it means the router received a network LSA whose LSA ID conflicts with the IP address of one of the router's interfaces and flushed the LSA out of the network. For OSPF to function correctly, the IP addresses of transit networks must be unique. Conflicting routers are the router reporting this error message and the router with the OSPF router ID reported as adv-rtr in this message. If this router is re-originating an LSA, it is highly probable that some other router is flushing this LSA out of the network. Find that router and avoid the conflict. The conflict for a Type-2 LSA may be due to a duplicate LSA ID. For a Type-5 LSA, it may be a duplicate router ID on the router reporting this error message and on the routers connected to a different area. In an unstable network, this message may also warn of extensive re-origination of the LSA for some other reason. Contact Cisco TAC to investigate this type of case.

613016

Error Message `%FTD-3-613016: Area string router-LSA of length number bytes plus update overhead bytes is too large to flood.`

Explanation The router tried to build a router-LSA that is larger than the huge system buffer size or the OSPF protocol imposed maximum.

Recommended Action If the reported total length (LSA size plus overhead) is larger than the huge system buffer size but less than 65535 bytes (the OSPF protocol imposed maximum), you may increase the huge system buffer size. If the reported total length is greater than 65535, you need to decrease the number of OSPF interfaces in the reported area.

613017

Error Message `%FTD-4-613017: Bad LSA mask: Type number, LSID IP_address Mask mask from IP_address`

Explanation The router received an LSA with an invalid LSA mask because of an incorrect configuration from the LSA originator. As a result, this route is not installed in the routing table.

Recommended Action Find the originating router of the LSA with the bad mask, then correct any misconfiguration of this LSA's network. For further debugging, call Cisco TAC for assistance.

613018

Error Message `%FTD-4-613018: Maximum number of non self-generated LSA has been exceeded "OSPF number" - number LSAs`

Explanation The maximum number of non self-generated LSAs has been exceeded.

Recommended Action Check whether or not a router in the network is generating a large number of LSAs as a result of a misconfiguration.

613019

Error Message `%FTD-4-613019: Threshold for maximum number of non self-generated LSA has been reached "OSPF number" - number LSAs`

Explanation The threshold for the maximum number of non self-generated LSAs has been reached.

Recommended Action Check whether or not a router in the network is generating a large number of LSAs as a result of a misconfiguration.

613021

Error Message `%FTD-4-613021: Packet not written to the output queue`

Explanation An internal error occurred.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error, and submit them to Cisco TAC.

613022

Error Message `%FTD-4-613022: Doubly linked list linkage is NULL`

Explanation An internal error occurred.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error, and submit them to Cisco TAC.

613023

Error Message `%FTD-4-613023: Doubly linked list prev linkage is NULL number`

Explanation An internal error occurred.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error, and submit them to Cisco TAC.

613024

Error Message `%FTD-4-613024: Unrecognized timer number in OSPF string`

Explanation An internal error occurred.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error, and submit them to Cisco TAC.

613025

Error Message `%FTD-4-613025: Invalid build flag number for LSA IP_address, type number`

Explanation An internal error occurred.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error, and submit them to Cisco TAC.

613026

Error Message `%FTD-4-613026: Can not allocate memory for area structure`

Explanation An internal error occurred.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error, and submit them to Cisco TAC.

613027

Error Message `%FTD-6-613027: OSPF process number removed from interface interface_name`

Explanation The OSPF process was removed from the interface because of an IP VRF.

Recommended Action None.

613028

Error Message `%FTD-6-613028: Unrecognized virtual interface intetface_name. Treat it as loopback stub route`

Explanation The virtual interface type was not recognized by OSPF, so it is treated as a loopback interface stub route.

Recommended Action None.

613029

Error Message `%FTD-3-613029: Router-ID IP_address is in use by ospf process number`

Explanation The Secure Firewall Threat Defense device attempted to assign a router ID that is in use by another process.

Recommended Action Configure another router ID for one of the processes.

613030

Error Message `%FTD-4-613030: Router is currently an ASBR while having only one area which is a stub area`

Explanation An ASBR must be attached to an area that can carry AS external or NSSA LSAs.

Recommended Action Make the area to which the router is attached into an NSSA or regular area.

613031

Error Message `%FTD-4-613031: No IP address for interface inside`

Explanation The interface is not point-to-point and is unnumbered.

Recommended Action Change the interface type or give the interface an IP address.

613032

Error Message `%FTD-3-613032: Init failed for interface inside, area is being deleted. Try again.`

Explanation The interface initialization failed. The possible reasons include the following:

- The area to which the interface is being attached is being deleted.
- It was not possible to create a neighbor datablock for the local router.

Recommended Action Remove the configuration command that covers the interface and then try it again.

613033

Error Message `%FTD-3-613033: Interface inside is attached to more than one area`

Explanation The interface is on the interface list for an area other than the one to which the interface links.

Recommended Action Copy the error message, the configuration and any details about the events leading up to this error, and submit them to Cisco TAC.

613034

Error Message `%FTD-3-613034: Neighbor IP_address not configured`

Explanation The configured neighbor options are not valid.

Recommended Action Check the configuration options for the **neighbor** command and correct the options or the network type for the neighbor's interface.

613035

Error Message `%FTD-3-613035: Could not allocate or find neighbor IP_address`

Explanation An internal error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to Cisco TAC.

613036

Error Message `%FTD-4-613036: Can not use configured neighbor: cost and database-filter options are allowed only for a point-to-multipoint network`

Explanation The configured neighbor was found on an NBMA network and either the cost or database-filter option was configured. These options are only allowed on point-to-multipoint type networks.

Recommended Action Check the configuration options for the **neighbor** command and correct the options or the network type for the neighbor's interface.

613037

Error Message `%FTD-4-613037: Can not use configured neighbor: poll and priority options are allowed only for a NBMA network`

Explanation The configured neighbor was found on a point-to-multipoint network and either the poll or priority option was configured. These options are only allowed on NBMA-type networks.

Recommended Action Check the configuration options for the **neighbor** command and correct the options or the network type for the neighbor's interface.

613038

Error Message `%FTD-4-613038: Can not use configured neighbor: cost or database-filter option is required for point-to-multipoint broadcast network`

Explanation The configured neighbor was found on a point-to-multipoint broadcast network. Either the **cost** or **database-filter** option needs to be configured.

Recommended Action Check the configuration options for the **neighbor** command and correct the options or the network type for the neighbor's interface.

613039

Error Message `%FTD-4-613039: Can not use configured neighbor: neighbor command is allowed only on NBMA and point-to-multipoint networks`

Explanation The configured neighbor was found on a network for which the network type was neither NBMA nor point-to-multipoint.

Recommended Action None.

613040

Error Message `%FTD-4-613040: OSPF-1 Area string: Router IP_address originating invalid type number LSA, ID IP_address, Metric number on Link ID IP_address Link Type number`

Explanation The router indicated in this message has originated an LSA with an invalid metric. If this is a router LSA and the link metric is zero, a risk of routing loops and traffic loss in the network exists.

Recommended Action Configure a valid metric for the given LSA type and link type on the router originating on the reported LSA.

613041

Error Message `%FTD-6-613041: OSPF-100 Areav string: LSA ID IP_address, Type number, Adv-rtr IP_address, LSA counter DoNotAge`

Explanation An internal error has corrected itself. There is no operational effect related to this error message.

Recommended Action Check the system memory. If memory is low, then the timer wheel functionality did not initialize. Try to reenter the commands when memory is available. If there is sufficient memory, then contact the Cisco TAC and provide output from the **show memory**, **show processes**, and **show tech-support ospf** commands.

613042

Error Message `%FTD-4-613042: OSPF process number lacks forwarding address for type 7 LSA IP_address in NSSA string - P-bit cleared`

Explanation There is no viable forwarding address in the NSSA area. As a result, the P-bit must be cleared and the Type 7 LSA is not translated into a Type 5 LSA by the NSSA translator. See RFC 3101.

Recommended Action Configure at least one interface in the NSSA with an advertised IP address. A loopback is preferable because an advertisement does not depend on the underlying layer 2 state.

613043

Error Message `%FTD-6-613043:`

Explanation A negative database reference count occurred.

Recommended Action Check the system memory. If memory is low, then the timer wheel functionality did not initialize. Try to reenter the commands when memory is available. If there is sufficient memory, then contact the Cisco TAC and provide output from the **show memory**, **show processes**, and **show tech-support ospf** commands.

613101

Error Message `%FTD-6-613101: Checksum Failure in database in area` *`s`* `Link State Id` *`i`* `Old Checksum` *`#x`* `New Checksum` *`#x`*

Explanation OSPF has detected a checksum error in the database because of memory corruption.

Recommended Action Restart the OSPF process.

613102

Error Message `%FTD-6-613102: interface s has zero bandwidth`

Explanation The interface reports its bandwidth as zero.

Recommended Action None required.

613103

Error Message `%FTD-6-613103: i m changed from area AREA_ID_STR to area AREA_ID_STR`

Explanation An OSPF configuration change has caused a network range to change areas.

Recommended Action None required.

613104

Error Message `%FTD-6-613104: Unrecognized virtual interface IF_NAME .`

Explanation The virtual interface type was not recognized by OSPFv3, so it is treated as a loopback interface stub route.

Recommended Action None required.

614001

Error Message `%FTD-6-614001: Split DNS: request patched from server: IP_address to server: IP_address`

Explanation Split DNS is redirecting DNS queries from the original destination server to the primary enterprise DNS server.

Recommended Action None required.

614002

Error Message `%FTD-6-614002: Split DNS: reply from server:IP_address reverse patched back to original server:IP_address`

Explanation Split DNS is redirecting DNS queries from the enterprise DNS server to the original destination server.

Recommended Action None required.

615001

Error Message `%FTD-6-615001: vlan number not available for firewall interface`

Explanation The switch removed the VLAN from the Secure Firewall Threat Defense device.

Recommended Action None required.

615002

Error Message `%FTD-6-615002: vlan number available for firewall interface`

Explanation The switch added the VLAN to the Secure Firewall Threat Defense device.

Recommended Action None required.

621001

Error Message `%FTD-6-621001: Interface` *interface_name* does not support multicast, not enabled

Explanation An attempt was made to enable PIM on an interface that does not support multicast.

Recommended Action If the problem persists, contact the Cisco TAC.

621002

Error Message `%FTD-6-621002: Interface` *interface_name* does not support multicast, not enabled

Explanation An attempt was made to enable IGMP on an interface that does not support multicast.

Recommended Action If the problem persists, contact the Cisco TAC.

621003

Error Message `%FTD-6-621003: The event queue size has exceeded` *number*

Explanation The number of event managers created has exceeded the expected amount.

Recommended Action If the problem persists, contact the Cisco TAC.

621006

Error Message `%FTD-6-621006: Mrib disconnected`, (*IP_address* ,*IP_address*) event cancelled

Explanation A packet triggering a data-driven event was received, but the connection to the MRIB was down. The notification was canceled.

Recommended Action If the problem persists, contact the Cisco TAC.

621007

Error Message `%FTD-6-621007: Bad register from` *interface_name* :*IP_address* to *IP_address* for (*IP_address* , *IP_address*)

Explanation A PIM router configured as a rendezvous point or with NAT has received a PIM register packet from another PIM router. The data encapsulated in this packet is invalid.

Recommended Action The sending router is erroneously sending non-RFC registers. Upgrade the sending router.

622001

Error Message `%FTD-6-622001:` *string* tracked route *network mask address* , distance *number* , table *string* , on interface *interface-name*

Explanation A tracked route has been added to or removed from a routing table, which means that the state of the tracked object has changed from up or down.

- *string* —Adding or Removing
- *network* —The network address
- *mask* —The network mask
- *address* —The gateway address
- *number* —The route administrative distance
- *string* —The routing table name
- *interface-name* —The interface name as specified by the **nameif** command

Recommended Action None required.

622101

Error Message `%FTD-6-622101:` Starting regex table compilation for *match_command* ; table entries = *regex_num* entries

Explanation Information on the background activities of regex compilation appear.

- *match_command* —The match command to which the regex table is associated
- *regex_num* —The number of regex entries to be compiled

Recommended Action None required.

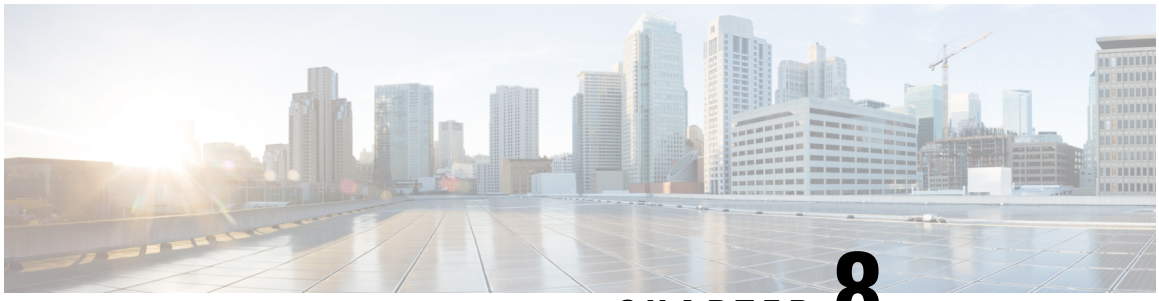
622102

Error Message `%FTD-6-622102:` Completed regex table compilation for *match_command* ; table size = *num* bytes

Explanation Information on the background activities of the regex compilation appear.

- *match_command* —The match command to which the regex table is associated
- *num* —The size, in bytes, of the compiled table

Recommended Action None required.



CHAPTER 8

Syslog Messages 701001 to 714011

This chapter contains the following sections:

Messages 701001 to 713109

This section includes messages from 701001 to 713109.

701001

Error Message `%FTD-7-701001:` alloc_user() out of Tcp_user objects

Explanation A AAA message that appears if the user authentication rate is too high for the module to handle new AAA requests.

Recommended Action Enable Flood Defender with the floodguard enable command.

701002

Error Message `%FTD-7-701002: alloc_user() out of Tcp_proxy objects`

Explanation A AAA message that appears if the user authentication rate is too high for the module to handle new AAA requests.

Recommended Action Enable Flood Defender with the floodguard enable command.

703001

Error Message `%FTD-7-703001: H.225 message received from` *`interface_name`* `:`*`IP_address`* `/`*`port`* `to` *`interface_name`* `:`*`IP_address`* `/`*`port`* `is using an unsupported version` *`number`*

Explanation The Secure Firewall Threat Defense device received an H.323 packet with an unsupported version number. The Secure Firewall Threat Defense device might reencode the protocol version field of the packet to the highest supported version.

Recommended Action Use the version of H.323 that the Secure Firewall Threat Defense device supports in the VoIP network.

703002

Error Message `%FTD-7-703002: Received H.225 Release Complete with newConnectionNeeded for interface_name :IP_address to interface_name :IP_address /port`

Explanation The Secure Firewall Threat Defense device received the specified H.225 message, and the Secure Firewall Threat Defense device opened a new signaling connection object for the two specified H.323 endpoints.

Recommended Action None required.

703008

Error Message `%FTD-7-703008: Allowing early-message: %s before SETUP from %s:%Q/%d to %s:%Q/%d`

Explanation This message indicates that an outside endpoint requested an incoming call to an inside host and wants the inside host to send FACILITY message before SETUP message towards Gatekeeper and wants to follow H.460.18.

Recommended Action Ensure that the setup indeed intends to allow early FACILITY message before SETUP message for incoming H323 calls as described in H.640.18.

709001, 709002

Error Message `%FTD-7-709001: FO replication failed: cmd=command returned=code`

Error Message `%FTD-7-709002: FO unreplicable: cmd=command`

Explanation Failover messages that only appear during the development debugging and testing phases.

Recommended Action None required.

709003

Error Message `%FTD-1-709003: (Primary) Beginning configuration replication: Sending to mate.`

Explanation A failover message that appears when the active unit starts replicating its configuration to the standby unit. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

709004

Error Message `%FTD-1-709004: (Primary) End Configuration Replication (ACT)`

Explanation A failover message that appears when the active unit completes replication of its configuration on the standby unit. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

709005

Error Message `%FTD-1-709005: (Primary) Beginning configuration replication: Receiving from mate.`

Explanation The standby Secure Firewall Threat Defense device received the first part of the configuration replication from the active Secure Firewall Threat Defense device. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

709006

Error Message `%FTD-1-709006: (Primary) End Configuration Replication (STB)`

Explanation A failover message that appears when the standby unit completes replication of a configuration sent by the active unit. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

709007

Error Message `%FTD-2-709007: Configuration replication failed for command`

Explanation A failover message that appears when the standby unit is unable to complete replication of a configuration sent by the active unit. The command that caused the failure appears at the end of the message.

Recommended Action If the problem persists, contact the Cisco TAC.

709008

Error Message `%FTD-4-709008: (Primary | Secondary) Configuration sync in progress. Command: 'command ' executed from (terminal/http) will not be replicated to or executed by the standby unit.`

Explanation A command was issued during the configuration sync, which triggered an interactive prompt to indicate that this command would not be issued on the standby unit. To continue, note that the command will be issued on the active unit only and will not be replicated on the standby unit.

- Primary | Secondary—The device is either primary or secondary
- *command* —The command issued while the configuration sync is in progress
- terminal/http—Issued from the terminal or via HTTP.

Recommended Action None.

709009

Error Message `%FTD-6-709009: (unit-role) Configuration on Active and Standby is matching. No config sync. Time elapsed time-elapsed ms`

Explanation This message is generated when the hash computed on both the active and joining unit matches. It also displays the time elapsed, from the time of sending the hash request to the time of getting and comparing the hash response..

Recommended Action None.

709010

Error Message `%FTD-6-709010: Configuration between units doesn't match. Going for config sync. Time elapsed` *`time-elapsed`* `ms.`

Explanation This syslog message is generated when the hash that is computed on both the active and joining unit does not match. It also displays the time elapsed, from the time of sending the hash request to the time of getting and comparing the hash response.

Recommended Action None.

709011

Error Message `%FTD-6-709011: Total time to sync the config` *`time`* `ms.`

Explanation This message displays the time taken to synchronize the config, in the case of hash not matching, and therefore going for a full configuration sync process.

Recommended Action None.

709012

Error Message `%FTD-6-709012: Skip configuration replication from mate as configuration on Active and Standby is matching.`

Explanation This message is generated when the configuration replication is skipped because, the configuration between active and joining unit matches.

Recommended Action None.

709013

Error Message `%FTD-4-709013: Failover configuration replication hash comparison timeout expired.`

Explanation This syslog message is generated when the hash computation, transfer, and comparison has timed out. Due to the timeout, the full configuration sync operation is trigerred. The timeout value is 60 secs and you cannot modify this value.

Recommended Action None.

709015

Error Message `%FTD-3-709015: Command sync Error: Sync failed for command` **`no nameif`** `with error code =` *`code`*

Explanation The messages appear on HA joining unit during failure of configuration sync, delta sync, or dynamic ACL sync commands.

Recommended Action None required.

710003

Error Message `%FTD-3-710003: {TCP|UDP} access denied by ACL from source_IP/source_port to interface_name :dest_IP/service`

Explanation The Secure Firewall Threat Defense device denied an attempt to connect to the interface service. For example, the Secure Firewall Threat Defense device received an SNMP request from an unauthorized SNMP management station. If this message appears frequently, it can indicate an attack.

For example:

```
%threat defense-3-710003: UDP access denied by ACL from 95.1.1.14/5000 to
outside:95.1.1.13/1005
```

Recommended Action Use the **show run http**, **show run ssh**, or **show run telnet** commands to verify that the Secure Firewall Threat Defense device is configured to permit the service access from the host or network.

710004

Error Message `%FTD-7-710004: TCP connection limit exceeded from Src_ip /Src_port to In_name :Dest_ip /Dest_port (current connections/connection limit = Curr_conn/Conn_lmt)`

Explanation The maximum number of Secure Firewall Threat Defense management connections for the service was exceeded. The Secure Firewall Threat Defense device permits at most five concurrent management connections per management service. Alternatively, an error may have occurred in the to-the-box connection counter.

- *Src_ip* —The source IP address of the packet
- *Src_por* t—The source port of the packet
- *In_ifc* —The input interface
- *Dest_ip* —The destination IP address of the packet
- *Dest_port* —The destination port of the packet
- *Curr_conn* —The number of current to-the-box admin connections
- *Conn_lmt* —The connection limit

Recommended Action From the console, use the **kill** command to release the unwanted session. If the message was generated because of an error in the to-the-box counter, run the **show conn all** command to display connection details.

710005

Error Message `%FTD-7-710005: {TCP|UDP|SCTP} request discarded from source_address /source_port to interface_name :dest_address /service`

Explanation The Secure Firewall Threat Defense device does not have a UDP server that services the UDP request. Also, a TCP packet that does not belong to any session on the Secure Firewall Threat Defense device may have been discarded. In addition, this message appears (with the SNMP service) when the Secure Firewall Threat Defense device receives an SNMP request with an empty payload, even if it is from an authorized

host. When the service is SNMP, this message occurs a maximum of once every 10 seconds so that the log receiver is not overwhelmed. This message is also applicable for SCTP packets.

Recommended Action In networks that use broadcasting services such as DHCP, RIP, or NetBIOS extensively, the frequency of this message can be high. If this message appears in excessive numbers, it may indicate an attack.

710006

Error Message `%FTD-7-710006: protocol request discarded from source_address to interface_name :dest_address`

Explanation The Secure Firewall Threat Defense device does not have an IP server that services the IP protocol request; for example, the Secure Firewall Threat Defense device receives IP packets that are not TCP or UDP, and the Secure Firewall Threat Defense device cannot service the request.

Recommended Action In networks that use broadcasting services such as DHCP, RIP, or NetBIOS extensively, the frequency of this message can be high. If this message appears in excessive numbers, it may indicate an attack.

710007

Error Message `%FTD-7-710007: NAT-T keepalive received from 86.1.161.1/1028 to outside:86:1.129.1/4500`

Explanation The Secure Firewall Threat Defense device received NAT-T keepalive messages.

Recommended Action None required.

711001

Error Message `%FTD-7-711001: debug_trace_msg`

Explanation You have entered the **logging debug-trace** command for the logging feature. When the **logging debug-trace** command is enabled, all debugging messages will be redirected to the message for processing. For security reasons, the message output must be encrypted or sent over a secure out-of-band network.

Recommended Action None required.

711002

Error Message `%FTD-4-711002: Task ran for elapsed_time msecs, process = process_name , PC = PC Tracebeback = traceback`

Explanation A process used the CPU for more than 100 milliseconds. This message is used for debugging CPU purposes, and can appear once every five seconds for each offending process.

- **PC**—Instruction pointer of the CPU hogging process
- **traceback**—Stack trace of the CPU hogging process, which can include up to 12 addresses

Recommended Action None required.

711003

Error Message `%FTD-7-711003: Unknown/Invalid interface identifier(vpifnum ) detected.`

Explanation An internal inconsistency that should not occur during normal operation has occurred. However, this message is not harmful if it rarely occurs. If it occurs frequently, it might be worthwhile debugging.

- *vpifnum* —The 32-bit value corresponding to the interface

Recommended Action If the problem persists, contact the Cisco TAC.

711004

Error Message `%FTD-4-711004: Task ran for msec msec, Process = process_name , PC = pc , Call stack = call stack`

Explanation A process used the CPU for more than 100 milliseconds. This message is used for debugging CPU purposes, and can appear once every five seconds for each offending process.

- **msec—**Length of the detected CPU hog in milliseconds
- *process_name* —Name of the hogging process
- **pc**—Instruction pointer of the CPU hogging process
- **call stack**—Stack trace of the CPU hogging process, which can include up to 12 addresses

Recommended Action None required.

711005

Error Message `%FTD-5-711005: Traceback: call_stack`

Explanation An internal software error that should not occur has occurred. The device can usually recover from this error, and no harmful effect to the device results.

- *call_stack* —The EIPs of the call stack

Recommended Action Contact the Cisco TAC.

711006

Error Message `%FTD-7-711006: CPU profiling has started for n-samples samples. Reason: reason-string .`

Explanation CPU profiling has started.

- *n-samples* —The specified number of CPU profiling samples
- *reason-string* —The possible values are:

"CPU utilization passed *cpu-utilization* %"

"Process process-name CPU utilization passed *cpu-utilization* %"

Recommended Action "None specified"

Recommended Action Collect CPU profiling results and provide them to Cisco TAC.

713004

Error Message `%FTD-3-713004: device scheduled for reboot or shutdown, IKE key acquire message on interface interface num , for Peer IP_address ignored`

Explanation The Secure Firewall Threat Defense device has received an IKE packet from a remote entity trying to initiate a tunnel. Because the Secure Firewall Threat Defense device is scheduled for a reboot or shutdown, it does not allow any more tunnels to be established. The IKE packet is ignored and dropped.

Recommended Action None required.

713201

Error Message `%FTD-5-713201: Duplicate Phase Phase packet detected. Action`

Explanation The Secure Firewall Threat Defense device has received a duplicate of a previous Phase 1 or Phase 2 packet, and will transmit the last message. A network performance or connectivity issue may have occurred, in which the peer is not receiving sent packets in a timely manner.

- **Phase**—Phase 1 or 2
- **Action**—Retransmitting last packet, or No last packet to transmit.

Recommended Action Verify network performance or connectivity.

713202

Error Message `%FTD-6-713202: Duplicate IP_addr packet detected.`

Explanation The Secure Firewall Threat Defense device has received a duplicate first packet for a tunnel that the Secure Firewall Threat Defense device is already aware of and negotiating, which indicates that the Secure Firewall Threat Defense device probably received a retransmission of a packet from the peer.

- **IP_addr**—The IP address of the peer from which the duplicate first packet was received

Recommended Action None required, unless the connection attempt is failing. If this is the case, debug further and diagnose the problem.

713006

Error Message `%FTD-5-713006: Failed to obtain state for message Id message_number , Peer Address: IP_address`

Explanation The Secure Firewall Threat Defense device does not know about the received message ID. The message ID is used to identify a specific IKE Phase 2 negotiation. An error condition on the Secure Firewall Threat Defense device may have occurred, and may indicate that the two IKE peers are out-of-sync.

Recommended Action None required.

713008

Error Message `%FTD-3-713008: Key ID in ID payload too big for pre-shared IKE tunnel`

Explanation A key ID value was received in the ID payload, which was longer than the maximum allowed size of a group name for this IKE session using preshared keys authentication. This is an invalid value, and

the session is rejected. Note that the key ID specified would never work because a group name of that size cannot be created in the Secure Firewall Threat Defense device.

Recommended Action Make sure that the client peer (most likely an Altiga remote access client) specifies a valid group name. Notify the user to change the incorrect group name on the client. The current maximum length for a group name is 32 characters.

713009

Error Message `%FTD-3-713009: OU in DN in ID payload too big for Certs IKE tunnel`

Explanation An OU value in the DN was received in the ID payload, which was longer than the maximum allowed size of a group name for this IKE session using Certs authentication. This OU is skipped, and another OU or other criteria may find a matching group.

Recommended Action For the client to be able to use an OU to find a group in the Secure Firewall Threat Defense device, the group name must be a valid length. The current maximum length of a group name is 32 characters.

713010

Error Message `%FTD-5-713010: IKE area: failed to find centry for message Id` *message_number*

An attempt was made to locate a conn_entry (IKE phase 2 structure that corresponds to an IPsec SA) using the unique message ID, which failed. The internal structure was not found, which may occur if a session was terminated in a nonstandard way, but it is more likely that an internal error occurred.

If this problem persists, investigate the peer.

713012

Error Message `%FTD-3-713012: Unknown protocol (`*protocol*`). Not adding SA w/spi=SPI` *value*

Explanation An illegal or unsupported IPsec protocol has been received from the peer.

Recommended Action Check the ISAKMP Phase 2 configuration on the peer(s) to make sure it is compatible with the Secure Firewall Threat Defense device.

713014

Error Message `%FTD-3-713014: Unknown Domain of Interpretation (DOI):` *DOI value*

Explanation The ISAKMP DOI received from the peer is unsupported.

Recommended Action Check the ISAKMP DOI configuration on the peer.

713016

Error Message `%FTD-3-713016: Unknown identification type, Phase 1 or 2, Type` *ID_Type*

Explanation The ID received from the peer is unknown. The ID can be an unfamiliar valid ID or an invalid or corrupted ID.

Recommended Action Check the configuration on the headend and peer.

713017

Error Message `%FTD-3-713017: Identification type not supported, Phase 1 or 2, Type ID_Type`

Explanation The Phase 1 or Phase 2 ID received from the peer is legal, but not supported.

Recommended Action Check the configuration on the headend and peer.

713018

Error Message `%FTD-3-713018: Unknown ID type during find of group name for certs, Type ID_Type`

Explanation Tn internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713020

Error Message `%FTD-3-713020: No Group found by matching OU(s) from ID payload: OU_value`

Explanation Tn internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713022

Error Message `%FTD-3-713022: No Group found matching peer_ID or IP_address for Pre-shared key peer IP_address`

Explanation group exists in the group database with the same name as the value (key ID or IP address) specified by the peer.

Recommended Action Verify the configuration on the peer.

713024

Error Message `%FTD-7-713024: Group group IP ip Received local Proxy Host data in ID Payload: Address IP_address , Protocol protocol , Port port`

Explanation The Secure Firewall Threat Defense device has received the Phase 2 local proxy ID payload from the remote peer.

Recommended Action None required.

713025

Error Message `%FTD-7-713025: Received remote Proxy Host data in ID Payload: Address IP_address , Protocol protocol , Port port`

Explanation The Secure Firewall Threat Defense device has received the Phase 2 local proxy ID payload from the remote peer.

Recommended Action None required.

713028

Error Message `%FTD-7-713028: Received local Proxy Range data in ID Payload: Addresses IP_address - IP_address , Protocol protocol , Port port`

Explanation The Secure Firewall Threat Defense device has received the Phase 2 local proxy ID payload of the remote peer, which includes an IP address range.

Recommended Action None required.

713029

Error Message `%FTD-7-713029: Received remote Proxy Range data in ID Payload: Addresses IP_address - IP_address , Protocol protocol , Port port`

Explanation The Secure Firewall Threat Defense device has received the Phase 2 local proxy ID payload of the remote peer, which includes an IP address range.

Recommended Action None required.

713032

Error Message `%FTD-3-713032: Received invalid local Proxy Range IP_address - IP_address`

Explanation The local ID payload included the range ID type, and the specified low address was not less than the high address. A configuration problem may exist.

Recommended Action Check the configuration of ISAKMP Phase 2 parameters.

713033

Error Message `%FTD-3-713033:` Received invalid remote Proxy Range *IP_address - IP_address*

Explanation The remote ID payload included the range ID type, and the specified low address was not less than the high address. A configuration problem may exist.

Recommended Action Check the configuration of ISAKMP Phase 2 parameters.

713034

Error Message `%FTD-7-713034: Received local IP Proxy Subnet data in ID Payload: Address IP_address , Mask netmask , Protocol protocol , Port port`

Explanation The local IP proxy subnet data has been received in the Phase 2 ID payload.

Recommended Action None required.

713035

Error Message `%FTD-7-713035: Group group IP ip Received remote IP Proxy Subnet data in ID Payload: Address IP_address , Mask netmask , Protocol protocol , Port port`

Explanation The remote IP proxy subnet data has been received in the Phase 2 ID payload.

Recommended Action None required.

713039

Error Message `%FTD-7-713039: Send failure: Bytes (number ), Peer: IP_address`

Explanation An internal software error has occurred, and the ISAKMP packet cannot be transmitted.

Recommended Action If the problem persists, contact the Cisco TAC.

713040

Error Message `%FTD-7-713040: Could not find connection entry and can not encrypt: msgid message_number`

Explanation An internal software error has occurred, and a Phase 2 data structure cannot be found.

Recommended Action If the problem persists, contact the Cisco TAC.

713041

Error Message `%FTD-5-713041: IKE Initiator: new or rekey Phase 1 or 2, Intf interface_number , IKE Peer IP_address local Proxy Address IP_address , remote Proxy Address IP_address , Crypto map (crypto map tag )`

Explanation Secure Firewall Threat Defense device is negotiating a tunnel as the initiator.

Recommended Action None required.

713042

Error Message `%FTD-3-713042: IKE Initiator unable to find policy: Intf interface_number , Src: source_address , Dst: dest_address`

Explanation The IPsec fast path processed a packet that triggered IKE, but the IKE policy lookup failed. This error may be timing related. The ACLs that triggered IKE might have been deleted before IKE processed the initiation request. This problem will most likely correct itself.

Recommended Action If the condition persists, check the L2L configuration, paying special attention to the type of ACL associated with crypto maps.

713043

Error Message `%FTD-3-713043: Cookie/peer address IP_address session already in progress`

Explanation IKE has been triggered again while the original tunnel is in progress.

Recommended Action None required.

713048

Error Message `%FTD-3-713048: Error processing payload: Payload ID: id`

Explanation A packet has been received with a payload that cannot be processed.

Recommended Action If this problem persists, a misconfiguration may exist on the peer.

713049

Error Message `%FTD-5-713049: Security negotiation complete for tunnel_type type (group_name ) Initiator /Responder , Inbound SPI = SPI , Outbound SPI = SPI`

Explanation An IPsec tunnel has been started.

Recommended Action None required.

713050

Error Message `%FTD-5-713050: Connection terminated for peer IP_address . Reason: termination reason Remote Proxy IP_address , Local Proxy IP_address`

Explanation An IPsec tunnel has been terminated. Possible termination reasons include:

- IPsec SA Idle Timeout
- IPsec SA Max Time Exceeded
- Administrator Reset
- Administrator Reboot
- Administrator Shutdown
- Session Disconnected
- Session Error Terminated
- Peer Terminate

Recommended Action None required.

713052

Error Message `%FTD-7-713052: User (user ) authenticated.`

Explanation remote access user was authenticated.

Recommended Action None required.

713056

Error Message `%FTD-3-713056: Tunnel rejected: SA (SA_name ) not found for group (group_name )!`

Explanation The IPsec SA was not found.

Recommended Action If this is a remote access tunnel, check the group and user configuration, and verify that a tunnel group and group policy have been configured for the specific user group. For externally authenticated users and groups, check the returned authentication attributes.

713060

Error Message `%FTD-3-713060: Tunnel Rejected: User (user ) not member of group (group_name ), group-lock check failed.`

Explanation The user is configured for a different group than what was sent in the IPsec negotiation.

Recommended Action If you are using the Cisco VPN client and preshared keys, make sure that the group configured on the client is the same as the group associated with the user on the Secure Firewall Threat Defense device. If you are using digital certificates, the group is dictated either by the OU field of the certificate, or the user automatically defaults to the remote access default group.

713061

Error Message `%FTD-3-713061: Tunnel rejected: Crypto Map Policy not found for Src:source_address , Dst: dest_address !`

Explanation The Secure Firewall Threat Defense device was not able to find security policy information for the private networks or hosts indicated in the message. These networks or hosts were sent by the initiator and do not match any crypto ACLs at the Secure Firewall Threat Defense device. This is most likely a misconfiguration.

Recommended Action Check the protected network configuration in the crypto ACLs on both sides and make sure that the local net on the initiator is the remote net on the responder and vice-versa. Pay special attention to wildcard masks, and host addresses versus network addresses. Non-Cisco implementations may have the private addresses labeled as proxy addresses or red networks.

713062

Error Message `%FTD-3-713062: IKE Peer address same as our interface address IP_address`

Explanation The IP address configured as the IKE peer is the same as the IP address configured on one of the Secure Firewall Threat Defense IP interfaces.

Recommended Action Check the L2L and IP interface configurations.

713063

Error Message `%FTD-3-713063: IKE Peer address not configured for destination IP_address`

Explanation The IKE peer address is not configured for an L2L tunnel.

Recommended Action Check the L2L configuration.

713065

Error Message `%FTD-3-713065: IKE Remote Peer did not negotiate the following: proposal attribute`

Explanation An internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713066

Error Message `%FTD-7-713066: IKE Remote Peer configured for SA: SA_name`

Explanation The crypto policy settings of the peer have been configured.

Recommended Action None required.

713068

Error Message `%FTD-5-713068: Received non-routine Notify message: notify_type (notify_value)`

Explanation Notification messages that caused this event are not explicitly handled in the notify processing code.

Recommended Action Examine the specific reason to determine the action to take. Many notification messages indicate a configuration mismatch between the IKE peers.

713072

Error Message `%FTD-3-713072: Password for user (user ) too long, truncating to number characters`

Explanation The password of the user is too long.

Recommended Action Correct password lengths on the authentication server.

713073

Error Message `%FTD-5-713073: Responder forcing change of Phase 1 /Phase 2 rekeying duration from larger_value to smaller_value seconds`

Explanation Rekeying durations are always set to the lower of the values proposed by IKE peers. The value of the initiator is the lower one.

Recommended Action None required.

713074

Error Message `%FTD-5-713074: Responder forcing change of IPsec rekeying duration from larger_value to smaller_value Kbs`

Explanation Rekeying durations are always set to the lower of the values proposed by IKE peers. The value of the initiator is the lower one.

Recommended Action None required.

713075

Error Message `%FTD-5-713075: Overriding Initiator's IPsec rekeying duration from larger_value to smaller_value seconds`

Explanation Rekeying durations are always set to the lower of the values proposed by IKE peers. The value of the responder is the lower one.

Recommended Action None required.

713076

Error Message `%FTD-5-713076: Overriding Initiator's IPsec rekeying duration from` *`larger_value`* `to` *`smaller_value`* `Kbs`

Explanation Rekeying durations are always set to the lower of the values proposed by IKE peers. The value of the responder is the lower one.

Recommended Action None required.

713078

Error Message `%FTD-2-713078: Temp buffer for building mode config attributes exceeded: bufsize` *`available_size`* `, used` *`value`*

Explanation An internal software error has occurred while processing modecfg attributes.

Recommended Action Disable any unnecessary tunnel group attributes, or shorten any text messages that are excessively long. If the problem persists, contact the Cisco TAC.

713081

Error Message `%FTD-3-713081: Unsupported certificate encoding type` *`encoding_type`*

Explanation One of the loaded certificates is unreadable, and may be an unsupported encoding scheme.

Recommended Action Check the configuration of digital certificates and trustpoints.

713082

Error Message `%FTD-3-713082: Failed to retrieve identity certificate`

Explanation The identity certificate for this tunnel cannot be found.

Recommended Action Check the configuration of digital certificates and trustpoints.

713083

Error Message `%FTD-3-713083: Invalid certificate handle`

Explanation The identity certificate for this tunnel cannot be found.

Recommended Action Check the configuration of digital certificates and trustpoints.

713084

Error Message `%FTD-3-713084: Received invalid phase 1 port value (`*`port`*`) in ID payload`

Explanation The port value received in the IKE phase 1 ID payload was incorrect. Acceptable values are 0 or 500 (ISAKMP is also known as IKE).

Recommended Action Make sure that a peer conforms to the IKE standards to avoid a network problem resulting in corrupted packets.

713085

Error Message `%FTD-3-713085: Received invalid phase 1 protocol (protocol ) in ID payload`

Explanation The protocol value received in the IKE phase 1 ID payload was incorrect. Acceptable values are 0 or 17 (UDP).

Recommended Action Make sure that a peer conforms to the IKE standards to avoid a network problem resulting in corrupted packets.

713086

Error Message `%FTD-3-713086: Received unexpected Certificate payload Possible invalid Auth Method (Auth method (auth numerical value))`

Explanation A certificate payload was received, but our internal certificate handle indicates that we do not have an identity certificate. The certificate handle was not obtained through a normal enrollment method. One likely reason this can happen is that the authentication method is not made through RSA or DSS signatures, although the IKE SA negotiation should fail if each side is misconfigured.

Recommended Action Check the trustpoint and ISAKMP configuration settings on the Secure Firewall Threat Defense device and its peer.

713088

Error Message `%FTD-3-713088: Set Cert filehandle failure: no IPsec SA in group group_name`

Explanation The tunnel group cannot be found, based on the digital certificate information.

Recommended Action Verify that the tunnel group is set up correctly to handle the certificate information of the peer.

713092

Error Message `%FTD-5-713092: Failure during phase 1 rekeying attempt due to collision`

Explanation An internal software error has occurred. This is often a benign event.

Recommended Action If the problem persists, contact the Cisco TAC.

713094

Error Message `%FTD-7-713094: Cert validation failure: handle invalid for Main /Aggressive Mode Initiator /Responder !`

Explanation An internal software error has occurred.

Recommended Action You may have to reenroll the trustpoint. If the problem persists, contact the Cisco TAC.

713098

Error Message `%FTD-3-713098: Aborting: No identity cert specified in IPsec SA (SA_name )!`

Explanation An attempt was made to establish a certificate-based IKE session, but no identity certificate has been specified in the crypto policy.

Recommended Action Specify the identity certificate or trustpoint that you want to transmit to peers.

713099

Error Message `%FTD-7-713099: Tunnel Rejected: Received NONCE length number is out of range!`

Explanation An internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713102

Error Message `%FTD-3-713102: Phase 1 ID Data length number too long - reject tunnel!`

Explanation IKE has received an ID payload that includes an identification data field of 2 K or larger.

Recommended Action None required.

713103

Error Message `%FTD-7-713103: Invalid (NULL) secret key detected while computing hash`

Explanation An internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713104

Error Message `%FTD-7-713104: Attempt to get Phase 1 ID data failed while hash computation`

Explanation An internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713105

Error Message `%FTD-3-713105: Zero length data in ID payload received during phase 1 or 2 processing`

Explanation A peer sent an ID payload without including any ID data, which is invalid.

Recommended Action Check the configuration of the peer.

713107

Error Message `%FTD-3-713107: IP_Address request attempt failed!`

Explanation An internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713109

Error Message `%FTD-3-713109: Unable to process the received peer certificate`

Explanation The Secure Firewall Threat Defense device was unable to process the certificate received from the remote peer, which can occur if the certificate data was malformed (for example, if the public key size is larger than 4096 bits) or if the data in the certificate cannot be stored by the Secure Firewall Threat Defense device.

Recommended Action Try to reestablish the connection using a different certificate on the remote peer.

Messages 713112 to 714011

This section includes messages from 713112 to 714011.

713112

Error Message `%FTD-3-713112: Failed to process CONNECTED notify (SPI` *`SPI_value`* `)!`

Explanation The Secure Firewall Threat Defense device was unable to successfully process the notification payload that included the CONNECTED notify type. This may occur if the IKE phase 2 structure cannot be found using the SPI to locate it, or the commit bit had not been set in the received ISAKMP header. The latter case may indicate a nonconforming IKE peer.

Recommended Action If the problem persists, check the configuration of the peer and/or disable commit bit processing.

713113

Error Message `%FTD-7-713113: Deleting IKE SA with associated IPsec connection entries. IKE peer:` *`IP_address`* `, SA address:` *`internal_SA_address`* `, tunnel count:` *`count`*

Explanation An IKE SA is being deleted with a nonzero tunnel count, which means that either the IKE SA tunnel count has lost synchronization with the associated connection entries or the associated connection cookie fields for the entries have lost synchronization with the cookie fields of the IKE SA to which the connection entry points. If this occurs, the IKE SA and its associated data structures will not be freed, so that the entries that may point to it will not have a stale pointer.

Recommended Action None required. Error recovery is built-in.

713114

Error Message `%FTD-7-713114: Connection entry (conn entry internal address) points to IKE SA (SA_internal_address ) for peer IP_address , but cookies don't match`

Explanation An internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713115

Error Message `%FTD-5-713115: Client rejected NAT enabled IPsec request, falling back to standard IPsec`

Explanation The client rejected an attempt by the Secure Firewall Threat Defense device to use IPsec over UDP. IPsec over UDP is used to allow multiple clients to establish simultaneous tunnels to the Secure Firewall Threat Defense device through a NAT device. The client may have rejected the request, either because it does not support this feature or because it is configured not to use it.

Recommended Action Verify the configuration on the headend and peer.

713117

Error Message `%FTD-7-713117: Received Invalid SPI notify (SPI SPI_Value )!`

Explanation The IPsec SA identified by the SPI value is no longer active on the remote peer, which might indicate that the remote peer has rebooted or been reset.

Recommended Action This problem should correct itself once DPDs recognize that the peer no longer has the appropriate SAs established. If DPD is not enabled, this may require you to manually reestablish the affected tunnel.

713118

Error Message `%FTD-3-713118: Detected invalid Diffie-Helmann group_descriptor group_number , in IKE area`

Explanation The **group_descriptor** field included an unsupported value. Currently we support only groups 1, 2, 5, and 7. In the case of a centry, the **group_descriptor** field may also be set to 0 to indicate that perfect forward secrecy is disabled.

Recommended Action Check the peer Diffie-Hellman configuration.

713119

Error Message `%FTD-5-713119: Group group IP ip PHASE 1 COMPLETED`

Explanation IKE Phase 1 has completed successfully.

Recommended Action None required.

713120

Error Message `%FTD-5-713120: PHASE 2 COMPLETED (msgid=msg_id )`

Explanation IKE Phase 2 has completed successfully.

Recommended Action None required.

713121

Error Message `%FTD-7-713121: Keep-alive type for this connection: keepalive_type`

Explanation The type of keepalive mechanism that is being used for this tunnel is specified.

Recommended Action None required.

713122

Error Message `%FTD-3-713122: Keep-alives configured keepalive_type but peer IP_address support keep-alives (type = keepalive_type )`

Explanation Keepalives were configured on or off for this device, but the IKE peer does or does not support keepalives.

Recommended Action No action is required if this configuration is intentional. If it is not intentional, change the keepalive configuration on both devices.

713123

Error Message `%FTD-3-713123: IKE lost contact with remote peer, deleting connection (keepalive type: keepalive_type )`

Explanation The remote IKE peer did not respond to keepalives within the expected window of time, so the connection to the IKE peer was terminated. The message includes the keepalive mechanism used.

Recommended Action None required.

713124

Error Message `%FTD-3-713124: Received DPD sequence number rcv_sequence_# in DPD Action, description expected seq #`

Explanation The remote IKE peer sent a DPD with a sequence number that did not match the expected sequence number. The packet is discarded. This might indicate a packet loss problem with the network.

Recommended Action None required.

713127

Error Message `%FTD-3-713127: Xauth required but selected Proposal does not support xauth, Check priorities of ike xauth proposals in ike proposal list`

Explanation The peer wanted to perform a XAUTH, but the Secure Firewall Threat Defense device did not choose the XAUTH IKE proposal.

Recommended Action Check the priorities of the IKE xauth proposals in the IKE proposal list.

713128

Error Message `%FTD-6-713128: Connection attempt to VCPIP redirected to VCA peer IP_address via load balancing`

Explanation A connection attempt has been made to the VCPIP and has been redirected to a less loaded peer using load balancing.

Recommended Action None required.

713129

Error Message `%FTD-3-713129: Received unexpected Transaction Exchange payload type: payload_id`

Explanation An unexpected payload has been received during XAUTH or Mode Cfg, which may indicate that the two peers are out-of-sync, that the XAUTH or Mode Cfg versions do not match, or that the remote peer is not complying with the appropriate RFCs.

Recommended Action Verify the configuration between peers.

713130

Error Message `%FTD-5-713130: Received unsupported transaction mode attribute: attribute id`

Explanation The device received a request for a valid transaction mode attribute (XAUTH or Mode Cfg) that is currently not supported. This is generally a benign condition.

Recommended Action None required.

713131

Error Message `%FTD-5-713131: Received unknown transaction mode attribute: attribute_id`

Explanation The Secure Firewall Threat Defense device has received a request for a transaction mode attribute (XAUTH or Mode Cfg) that is outside the range of known attributes. The attribute may be valid but only supported in later versions of configuration mode, or the peer may be sending an illegal or proprietary value. This should not cause connectivity problems, but may affect the functionality of the peer.

Recommended Action None required.

713132

Error Message `%FTD-3-713132: Cannot obtain an IP_address for remote peer`

Explanation A request for an IP address for a remote access client from the internal utility that provides these addresses cannot be satisfied.

Recommended Action Check the configuration of IP address assignment methods.

713133

Error Message `%FTD-3-713133: Mismatch: Overriding phase 2 DH Group(DH group DH group_id ) with phase 1 group(DH group DH group_number`

Explanation The configured Phase 2 PFS Group differed from the DH group that was negotiated for Phase 1.

Recommended Action None required.

713134

Error Message `%FTD-3-713134: Mismatch: P1 Authentication algorithm in the crypto map entry different from negotiated algorithm for the L2L connection`

Explanation The configured LAN-to-LAN proposal is different from the one accepted for the LAN-to-LAN connection. Depending on which side is the initiator, different proposals will be used.

Recommended Action None required.

713135

Error Message `%FTD-5-713135: message received, redirecting tunnel to IP_address .`

Explanation The tunnel is being redirected because of load balancing on the remote Secure Firewall Threat Defense device. A REDIRECT_CONNECTION notify packet was received.

Recommended Action None required.

713136

Error Message `%FTD-5-713136: IKE session establishment timed out [IKE_state_name ], aborting!`

Explanation The Reaper has detected an Secure Firewall Threat Defense device stuck in an inactive state. The Reaper will try to remove the inactive Secure Firewall Threat Defense device.

Recommended Action None required.

713137

Error Message `%FTD-5-713137: Reaper overriding refCnt [ref_count] and tunnelCnt [tunnel_count] -- deleting SA!`

Explanation An internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713138

Error Message `%FTD-3-713138: Group group_name not found and BASE GROUP default preshared key not configured`

Explanation No group exists in the group database with the same name as the IP address of the peer. In Main Mode, the Secure Firewall Threat Defense device will fall back and try to use the default preshared key configured in one of the default groups. The default preshared key is not configured.

Recommended Action Verify the configuration of the preshared keys.

713139

Error Message `%FTD-5-713139: group_name not found, using BASE GROUP default preshared key`

Explanation No tunnel group exists in the group database with the same name as the IP address of the peer. In Main Mode, the Secure Firewall Threat Defense device will fall back and use the default preshared key configured in the default group.

Recommended Action None required.

713140

Error Message `%FTD-3-713140: Split Tunneling Policy requires network list but none configured`

Explanation The split tunneling policy is set to either split tunneling or to allow local LAN access. A split tunneling ACL must be defined to represent the information required by the VPN client.

Recommended Action Check the configuration of the ACLs.

713141

Error Message `%FTD-3-713141: Client-reported firewall does not match configured firewall: action tunnel. Received -- Vendor: vendor(id) , Product product(id) , Caps: capability_value . Expected -- Vendor: vendor(id) , Product: product(id) , Caps: capability_value`

Explanation The Secure Firewall Threat Defense device installed on the client does not match the configured required Secure Firewall Threat Defense device. This message lists the actual and expected values, and whether the tunnel is terminated or allowed.

Recommended Action You may need to install a different personal Secure Firewall Threat Defense device on the client or change the configuration on the Secure Firewall Threat Defense device.

713142

Error Message `%FTD-3-713142: Client did not report firewall in use, but there is a configured firewall: action tunnel. Expected -- Vendor: vendor(id) , Product product(id) , Caps: capability_value`

Explanation The client did not report an Secure Firewall Threat Defense device in use using ModeCfg, but one is required. The event lists the expected values and whether the tunnel is terminated or allowed. Note that the number following the product string is a bitmask of all of the allowed products.

Recommended Action You may need to install a different personal Secure Firewall Threat Defense device on the client or change the configuration on the Secure Firewall Threat Defense device.

713143

Error Message `%FTD-7-713143: Processing firewall record. Vendor: vendor(id) , Product: product(id) , Caps: capability_value , Version Number: version_number , Version String: version_text`

Explanation Debugging information about the Secure Firewall Threat Defense device installed on the client appears.

Recommended Action None required.

713144

Error Message `%FTD-5-713144: Ignoring received malformed firewall record; reason - error_reason TLV type attribute_value correction`

Explanation Bad Secure Firewall Threat Defense device information was received from the client.

Recommended Action Check the personal configuration on the client and the Secure Firewall Threat Defense device.

713145

Error Message `%FTD-6-713145: Detected Hardware Client in network extension mode, adding static route for address: IP_address , mask: netmask`

Explanation A tunnel with a hardware client in network extension mode has been negotiated, and a static route is being added for the private network behind the hardware client. This configuration enables the Secure Firewall Threat Defense device to make the remote network known to all the routers on the private side of the headend.

Recommended Action None required.

713146

Error Message `%FTD-3-713146: Could not add route for Hardware Client in network extension mode, address: IP_address , mask: netmask`

Explanation An internal software error has occurred. A tunnel with a hardware client in network extension mode has been negotiated, and an attempt to add the static route for the private network behind the hardware client failed. The routing table may be full, or a possible addressing error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713147

Error Message `%FTD-6-713147: Terminating tunnel to Hardware Client in network extension mode, deleting static route for address: IP_address , mask: netmask`

Explanation A tunnel to a hardware client in network extension mode is being removed, and the static route for the private network is being deleted behind the hardware client.

Recommended Action None required.

713148

Error Message `%FTD-5-713148: Terminating tunnel to Hardware Client in network extension mode, unable to delete static route for address: IP_address , mask: netmask`

Explanation While a tunnel to a hardware client in network extension mode was being removed, a route to the private network behind the hardware client cannot be deleted. This might indicate an addressing or software problem.

Recommended Action Check the routing table to ensure that the route is not there. If it is, it may have to be removed manually, but only if the tunnel to the hardware client has been completely removed.

713149

Error Message `%FTD-3-713149: Hardware client security attribute attribute_name was enabled but not requested.`

Explanation The headend Secure Firewall Threat Defense device has the specified hardware client security attribute enabled, but the attribute was not requested by the VPN 3002 hardware client.

Recommended Action Check the configuration on the hardware client.

713152

Error Message `%FTD-3-713152: Unable to obtain any rules from filter ACL_tag to send to client for CPP, terminating connection.`

Explanation The client is required to use CPP to provision its Secure Firewall Threat Defense device, but the headend device was unable to obtain any ACLs to send to the client. This is probably due to a misconfiguration.

Recommended Action Check the ACLs specified for CPP in the group policy for the client.

713154

Error Message `%FTD-4-713154: DNS lookup for peer_description Server [server_name ] failed!`

Explanation This message appears when a DNS lookup for the specified server has not been resolved.

Recommended Action Check the DNS server configuration on the Secure Firewall Threat Defense device. Also check the DNS server to ensure that it is operational and has hostname to IP address mapping.

713155

Error Message `%FTD-5-713155: DNS lookup for Primary VPN Server [server_name ] successfully resolved after a previous failure. Resetting any Backup Server init.`

Explanation A previous DNS lookup failure for the primary server might have caused the Secure Firewall Threat Defense device to initialize a backup peer. This message indicates that a later DNS lookup on the primary server finally succeeded and is resetting any backup server initializations. A tunnel initiated after this point will be aimed at the primary server.

Recommended Action None required.

713156

Error Message `%FTD-5-713156: Initializing Backup Server [server_name or IP_address ]`

Explanation The client is failing over to a backup server, or a failed DNS lookup for the primary server caused the Secure Firewall Threat Defense device to initialize a backup server. A tunnel initiated after this point will be aimed at the specified backup server.

Recommended Action None required.

713157

Error Message `%FTD-4-713157: Timed out on initial contact to server [server_name or IP_address ] Tunnel could not be established.`

Explanation The client tried to initiate a tunnel by sending out IKE MSG1, but did not receive a response from the Secure Firewall Threat Defense device on the other end. If backup servers are available, the client will attempt to connect to one of them.

Recommended Action Verify connectivity to the headend Secure Firewall Threat Defense device.

713158

Error Message `%FTD-5-713158: Client rejected NAT enabled IPsec Over UDP request, falling back to IPsec Over TCP`

Explanation The client is configured to use IPsec over TCP. The client rejected the attempt by the Secure Firewall Threat Defense device to use IPsec over UDP.

Recommended Action If TCP is desired, no action is required. Otherwise, check the client configuration.

713159

Error Message `%FTD-3-713159: TCP Connection to Firewall Server has been lost, restricted tunnels are now allowed full network access`

Explanation The TCP connection to the Secure Firewall Threat Defense server was lost for a certain reason, such as the server has rebooted, a network problem has occurred, or an SSL mismatch has occurred.

Recommended Action If the server connection was lost after the initial connection was made, then the server and network connections must be checked. If the initial connection is lost immediately, this might indicate an SSL authentication problem.

713160

Error Message `%FTD-7-713160: Remote user (session Id - id ) has been granted access by the Firewall Server`

Explanation Normal authentication of the remote user to the Secure Firewall Threat Defense server has occurred.

Recommended Action None required.

713161

Error Message `%FTD-3-713161: Remote user (session Id - id ) network access has been restricted by the Firewall Server`

Explanation The Secure Firewall Threat Defense server has sent the Secure Firewall Threat Defense device a message indicating that this user must be restricted. There are several reasons for this, including Secure Firewall Threat Defense software upgrades or changes in permissions. The Secure Firewall Threat Defense server will transition the user back into full access mode as soon as the operation has been completed.

Recommended Action No action is required unless the user is never transitioned back into full access state. If this does not happen, refer to the Secure Firewall Threat Defense server for more information on the operation that is being performed and the state of the Secure Firewall Threat Defense software running on the remote machine.

713162

Error Message `%FTD-3-713162: Remote user (session Id - id ) has been rejected by the Firewall Server`

Explanation The Secure Firewall Threat Defense server has rejected this user.

Recommended Action Check the policy information on the Secure Firewall Threat Defense server to make sure that the user is configured correctly.

713163

Error Message `%FTD-3-713163: Remote user (session Id - id ) has been terminated by the Firewall Server`

Explanation The Secure Firewall Threat Defense server has terminated this user session, which can occur if the integrity agent stops running on the client machine or if the security policy is modified by the remote user in any way.

Recommended Action Verify that the Secure Firewall Threat Defense software on the client machine is still running and that the policy is correct.

713164

Error Message `%FTD-7-713164: The Firewall Server has requested a list of active user sessions`

Explanation The Secure Firewall Threat Defense server will request the session information if it detects that it has stale data or if it loses the session data (because of a reboot).

Recommended Action None required.

713165

Error Message `%FTD-3-713165: Client IKE Auth mode differs from the group's configured Auth mode`

Explanation The client negotiated with preshared keys while its tunnel group points to a policy that is configured to use digital certificates.

Recommended Action Check the client configuration.

713166

Error Message `%FTD-3-713166: Headend security gateway has failed our user authentication attempt - check configured username and password`

Explanation The hardware client has failed extended authentication. This is most likely a username and password problem or an authentication server issue.

Recommended Action Verify that the configured username and password values on each side match. Also verify that the authentication server at the headend is operational.

713167

Error Message `%FTD-3-713167: Remote peer has failed user authentication - check configured username and password`

Explanation The remote user has failed to extend authentication. This is most likely a username or password problem, or an authentication server issue.

Recommended Action Verify that the configured username and password values on each side match. Also verify that the authentication server being used to authenticate the remote user is operational.

713168

Error Message `%FTD-3-713168: Re-auth enabled, but tunnel must be authenticated interactively!`

Explanation Reauthentication on rekeying has been enabled, but the tunnel authentication requires manual intervention.

Recommended Action If manual intervention is desired, no action is required. Otherwise, check the interactive authentication configuration.

713169

Error Message `%FTD-7-713169: IKE Received delete for rekeyed SA IKE peer: IP_address , SA address: internal_SA_address , tunnelCnt: tunnel_count`

Explanation IKE has received a delete message from the remote peer to delete its old IKE SA after a rekey has completed.

Recommended Action None required.

713170

Error Message `%FTD-7-713170: Group group IP ip IKE Received delete for rekeyed centry IKE peer: IP_address , centry address: internal_address , msgid: id`

Explanation IKE has received a delete message from the remote peer to delete its old centry after Phase 2 rekeying is completed.

Recommended Action None required.

713171

Error Message `%FTD-7-713171: NAT-Traversal sending NAT-Original-Address payload`

Explanation UDP-Encapsulated-Transport was either proposed or selected during Phase 2. Send this payload for NAT-Traversal in this case.

Recommended Action None required.

713172

Error Message `%FTD-6-713172: Automatic NAT Detection Status: Remote end` *`is |is not`* `behind a NAT device This end` *`is |is not`* `behind a NAT device`

Explanation NAT-Traversal auto-detected NAT.

Recommended Action None required.

713174

Error Message `%FTD-3-713174: Hardware Client connection rejected! Network Extension Mode is not allowed for this group!`

Explanation A hardware client is attempting to tunnel in using network extension mode, but network extension mode is not allowed.

Recommended Action Verify the configuration of the network extension mode versus PAT mode.

713176

Error Message `%FTD-2-713176:` *`Device_type`* `memory resources are critical, IKE key acquire message on interface` *`interface_number`* `, for Peer` *`IP_address`* `ignored`

Explanation The Secure Firewall Threat Defense device is processing data intended to trigger an IPsec tunnel to the indicated peer. Because memory resources are at a critical state, it is not initiating any more tunnels. The data packet has been ignored and dropped.

Recommended Action If condition persists, verify that the Secure Firewall Threat Defense device is efficiently configured. An Secure Firewall Threat Defense device with increased memory may be required for this application.

713177

Error Message `%FTD-6-713177: Received remote Proxy Host FQDN in ID Payload: Host Name:` *`host_name`* `Address` *`IP_address`* `, Protocol` *`protocol`* `, Port` *`port`*

Explanation A Phase 2 ID payload containing an FQDN has been received from the peer.

Recommended Action None required.

713178

Error Message `%FTD-5-713178: IKE Initiator received a packet from its peer without a Responder cookie`

Explanation An internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713179

Error Message `%FTD-5-713179: IKE AM Initiator received a packet from its peer without a` *`payload_type`* `payload`

Explanation An internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713182

Error Message `%FTD-3-713182: IKE could not recognize the version of the client! IPsec Fragmentation Policy will be ignored for this connection!`

Explanation An internal software error has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

713184

Error Message `%FTD-6-713184: Client Type:` *`Client_type`* `Client Application Version:` *`Application_version_string`*

Explanation The client operating system and application version appear. If the information is not available, then N/A will be indicated.

Recommended Action None required.

713185

Error Message `%FTD-3-713185: Error: Username too long - connection aborted`

Explanation The client returned an invalid length username, and the tunnel was torn down.

Recommended Action Check the username and make changes, if necessary.

713186

Error Message `%FTD-3-713186: Invalid secondary domain name list received from the authentication server. List Received:` *`list_text`* `Character` *`index`* `(`*`value`*` ) is illegal`

Explanation An invalid secondary domain name list was received from an external RADIUS authentication server. When split tunnelling is used, this list identifies the domains that the client should resolve through the tunnel.

Recommended Action Correct the specification of the Secondary-Domain-Name-List attribute (vendor-specific attribute 29) on the RADIUS server. The list must be specified as a comma-delimited list of domain names. Domain names may include only alphanumeric characters, a hyphen, an underscore, and a period.

713187

Error Message `%FTD-7-713187: Tunnel Rejected: IKE peer does not match remote peer as defined in L2L policy IKE peer address: IP_address , Remote peer address: IP_address`

Explanation The IKE peer that is attempting to bring up this tunnel is not the one that is configured in the ISAKMP configuration that is bound to the received remote subnet.

Recommended Action Verify that L2L settings are correct on the headend and peer.

713189

Error Message `%FTD-3-713189: Attempted to assign network or broadcast IP_address , removing ( IP_address ) from pool.`

Explanation The IP address from the pool is either the network or broadcast address for this subnet. This address will be marked as unavailable.

Recommended Action This error is generally benign, but the IP address pool configuration should be checked.

713190

Error Message `%FTD-7-713190: Got bad refCnt ( ref_count_value ) assigning IP_address ( IP_address )`

Explanation The reference counter for this SA is invalid.

Recommended Action None required.

713191

Error Message `%FTD-3-713191: Maximum concurrent IKE negotiations exceeded!`

Explanation To minimize CPU-intensive cryptographic calculations, the Secure Firewall Threat Defense device limits the number of connection negotiations in progress. When a new negotiation is requested and the Secure Firewall Threat Defense device is already at its limit, the new negotiation is rejected. When an existing connection negotiation completes, new connection negotiation will again be permitted.

Recommended Action See the **crypto ikev1 limit max-in-negotiation-sa** command. Increasing the limit can degrade performance..

713193

Error Message `%FTD-3-713193: Received packet with missing payload, Expected payload: payload_id`

Explanation The Secure Firewall Threat Defense device received an encrypted or unencrypted packet of the specified exchange type that had one or more missing payloads. This usually indicates a problem on the peer.

Recommended Action Verify that the peer is sending valid IKE messages.

713194

Error Message `%FTD-3-713194: Sending IKE |IPsec Delete With Reason message: termination_reason`

Explanation A delete message with a termination reason code was received.

Recommended Action None required.

713195

Error Message `%FTD-3-713195: Tunnel rejected: Originate-Only: Cannot accept incoming tunnel yet!`

Explanation The originate-only peer can accept incoming connections only after it brings up the first P2 tunnel. At that point, data from either direction can initiate additional Phase 2 tunnels.

Recommended Action If a different behavior is desired, the originate-only configuration needs to be revised.

713196

Error Message `%FTD-5-713196: Remote L2L Peer IP_address initiated a tunnel with same outer and inner addresses. Peer could be Originate Only - Possible misconfiguration!`

Explanation The remote L2L peer has initiated a public-public tunnel. The remote L2L peer expects a response from the peer at the other end, but does not receive one, because of a possible misconfiguration.

Recommended Action Check the L2L configuration on both sides.

713197

Error Message `%FTD-5-713197: The configured Confidence Interval of number seconds is invalid for this tunnel_type connection. Enforcing the second default.`

Explanation The configured confidence interval in the group is outside of the valid range.

Recommended Action Check the confidence setting in the group to make sure it is within the valid range.

713198

Error Message `%FTD-3-713198: User Authorization failed: user User authorization failed. Username could not be found in the certificate`

Explanation A reason string that states that a username cannot be found in the certificate appears.

Recommended Action Check the group configuration and client authorization.

713199

Error Message `%FTD-5-713199: Reaper corrected an SA that has not decremented the concurrent IKE negotiations counter ( counter_value )!`

Explanation The Reaper corrected an internal software error.

Recommended Action If the problem persists, contact the Cisco TAC.

713203

Error Message `%FTD-3-713203: IKE Receiver: Error reading from socket.`

Explanation An error occurred while reading a received IKE packet. This is generally an internal error and might indicate a software problem.

Recommended Action This problem is usually benign, and the system will correct itself. If the problem persists, contact the Cisco TAC.

713204

Error Message `%FTD-7-713204: Adding static route for client address: IP_address`

Explanation This message indicates that a route to the peer-assigned address or to the networks protected by a hardware client was added to the routing table.

Recommended Action None required.

713205

Error Message `%FTD-3-713205: Could not add static route for client address: IP_address`

Explanation An attempt to add a route to the client-assigned address or to the networks protected by a hardware client failed. This might indicate duplicate routes in the routing table or a corrupted network address. The duplicate routes might be caused by routes that were not cleaned up correctly or by having multiple clients sharing networks or addresses.

Recommended Action Check the IP local pool configuration as well as any other IP address-assigning mechanism being used (for example, DHCP or RADIUS). Make sure that routes are being cleared from the routing table. Also check the configuration of networks and/or addresses on the peer.

713206

Error Message `%FTD-3-713206: Tunnel Rejected: Conflicting protocols specified by tunnel-group and group-policy`

Explanation A tunnel was dropped because the allowed tunnel specified in the group policy was different from the allowed tunnel in the tunnel group configuration.

Recommended Action Check the tunnel group and group policy configuration.

713207

Error Message `%FTD-4-713207: Terminating connection: IKE Initiator and tunnel group specifies L2TP Over IPSec`

Explanation This syslog is displayed for ikev1 while terminating the connection if GW is an initiator and tunnel group type is L2TP over IPSEC.

Recommended Action None required.

713208

Error Message `%FTD-3-713208: Cannot create dynamic rule for Backup L2L entry rule` *`rule_id`*

Explanation A failure occurred in creating the ACLs that trigger IKE and allow IPsec data to be processed properly. The failure was specific to the backup L2L configuration, which may indicate a configuration error, a capacity error, or an internal software error.

Recommended Action If the Secure Firewall Threat Defense device is running the maximum number of connections and VPN tunnels, there may be a memory issue. If not, check the backup L2L and crypto map configurations, specifically the ACLs associated with the crypto maps.

713209

Error Message `%FTD-3-713209: Cannot delete dynamic rule for Backup L2L entry rule id`

Explanation A failure occurred in deleting the ACLs that trigger IKE and allow IPsec data to be processed correctly. The failure was specific to the backup L2L configuration. This may indicate an internal software error.

Recommended Action If the problem persists, contact the Cisco TAC.

713210

Error Message `%FTD-3-713210: Cannot create dynamic map for Backup L2L entry rule_id`

Explanation A failure occurred in creating a run-time instance of the dynamic crypto map associated with backup L2L configuration. This may indicate a configuration error, a capacity error, or an internal software error.

Recommended Action If the Secure Firewall Threat Defense device is running the maximum number of connections and VPN tunnels, there may be a memory issue. If not, check the backup L2L and crypto map configurations, and specifically the ACLs associated with the crypto maps.

713212

Error Message `%FTD-3-713212:` Could not add route for L2L peer coming in on a dynamic map. address: *IP_address* , mask: *netmask*

Explanation The Secure Firewall Threat Defense device failed while attempting to add a route for the private address or networks of the peer. In this case, the peer is either a client or a L2L peer with an unknown address. Both of these cases use dynamic crypto maps to allow the tunnel. This might indicate duplicate routes, a full routing table, or a failure of the Secure Firewall Threat Defense device to remove previously used routes.

Check the routing table to make sure there is room for additional routes and that obsolete routes are not present. If the table is full or includes obsolete routes, remove the routes and try again. If the problem persists, contact the Cisco TAC.

713213

Error Message `%FTD-6-713213: Deleting static route for L2L peer that came in on a dynamic map. address: IP_address , mask: netmask`

Explanation The Secure Firewall Threat Defense device is deleting a route for the private address or networks of the peer. In this case, the peer is either a client or a L2L peer with an unknown address. Both of these cases use dynamic crypto maps to allow the tunnel.

Recommended Action None required.

713214

Error Message `%FTD-3-713214: Could not delete route for L2L peer that came in on a dynamic map. address: IP_address , mask: netmask`

Explanation The Secure Firewall Threat Defense device experienced a failure while deleting a route for the private address or networks of the peer. In this case, the peer is either a client or a L2L peer with an unknown address. Both of these cases use dynamic crypto maps to allow the tunnel. The route may have already been deleted,or an internal software error has occurred.

Recommended Action If the route has already been deleted, the condition is benign and the device will function normally. If the problem persists or can be linked to routing issues over VPN tunnels, then check the routing and addressing portions of the VPN L2L configuration. Check the reverse route injection and the ACLs associated with the appropriate crypto map. If the problem persists, contact the Cisco TAC.

713215

Error Message `%FTD-6-713215: No match against Client Type and Version rules. Client: type version is /is not allowed by default`

Explanation The client type and the version of a client did not match any of the rules configured on the Secure Firewall Threat Defense device. The default action appears.

Recommended Action Determine what the default action and deployment requirements are, and make the applicable changes.

713216

Error Message `%FTD-5-713216: Rule: action [Client type]: version Client: type version allowed/not allowed`

Explanation The client type and the version of a client have matched one of the rules. The results of the match and the rule are displayed.

Recommended Action Determine what the deployment requirements are, and make the appropriate changes.

713217

Error Message `%FTD-3-713217: Skipping unrecognized rule: action: action client type: client_type client version: client_version`

Explanation A malformed client type and version rule exist. The required format is action client type | client version action. Either permit or deny client type and client version are displayed under Session Management. Only one wildcard per parameter (*) is supported.

Recommended Action Correct the rule.

713218

Error Message `%FTD-3-713218: Tunnel Rejected: Client Type or Version not allowed.`

The client was denied access according to the configured rules.

None required.

713219

Error Message `%FTD-6-713219: Queuing KEY-ACQUIRE messages to be processed when P1 SA is complete.`

Explanation Phase 2 messages are being enqueued after Phase 1 completes.

Recommended Action None required.

713220

Error Message `%FTD-6-713220: De-queuing KEY-ACQUIRE messages that were left pending.`

Explanation Queued Phase 2 messages are being processed.

Recommended Action None required.

713221

Error Message `%FTD-7-713221: Static Crypto Map check, checking map = crypto_map_tag , seq = seq_number...`

Explanation The Secure Firewall Threat Defense device is iterating through the crypto maps looking for configuration information.

Recommended Action None required.

713222

Error Message `%FTD-7-713222: Group group Username username IP ip  Static Crypto Map check, map = crypto_map_tag , seq = seq_number , ACL does not match proxy IDs src:source_address dst:dest_address`

Explanation While iterating through the configured crypto maps, the Secure Firewall Threat Defense device cannot match any of the associated ACLs. This generally means that an ACL was misconfigured.

Recommended Action Check the ACLs associated with this tunnel peer, and make sure that they specify the appropriate private networks from both sides of the VPN tunnel.

713223

Error Message `%FTD-7-713223: Static Crypto Map check, map = crypto_map_tag , seq = seq_number , no ACL configured`

Explanation The crypto map associated with this peer is not linked to an ACL.

Recommended Action Make sure an ACL associated with this crypto map exists, and that the ACL includes the appropriate private addresses or network from both sides of the VPN tunnel.

713224

Error Message `%FTD-7-713224: Static Crypto Map Check by-passed: Crypto map entry incomplete!`

Explanation The crypto map associated with this VPN tunnel is missing critical information.

Recommended Action Verify that the crypto map is configured correctly with both the VPN peer, a transform set, and an associated ACL.

713225

Error Message `%FTD-7-713225: [IKEv1], Static Crypto Map check, map map_name , seq = sequence_number is a successful match`

Explanation The Secure Firewall Threat Defense device found a valid matching crypto map for this VPN tunnel.

Recommended Action None required.

713226

Error Message `%FTD-3-713226: Connection failed with peer IP_address , no trust-point defined in tunnel-group tunnel_group`

Explanation When the device is configured to use digital certificates, a trustpoint must be specified in the configuration. When the trustpoint is missing from the configuration, this message is generated to flag an error.

- **IP_address**—IP address of the peer
- **tunnel_group**—Tunnel group for which the trustpoint was missing in the configuration

Recommended Action The administrator of the device has to specify a trustpoint in the configuration.

713227

Error Message `%FTD-3-713227: Rejecting new IPsec SA negotiation for peer Peer_address . A negotiation was already in progress for local Proxy Local_address /Local_netmask , remote Proxy Remote_address /Remote_netmask`

Explanation When establishing a Phase SA, the Secure Firewall Threat Defense device will reject a new Phase 2 matching this proxy.

Recommended Action None required.

713228

Error Message `%FTD-6-713228: Group = group , Username = uname , IP = remote_IP_address Assigned private IP address assigned_private_IP to remote user`

Explanation IKE obtained a private IP address for the client from DHCP or from the address pool.

- *group*— The name of the group
- *uname* —The name of the user
- *remote_IP_address* —The IP address of the remote client
- *assigned_private_IP* —The client IP address assigned by DHCP or from the local address pool

Recommended Action None required.

713229

Error Message `%FTD-5-713229: Auto Update - Notification to client client_ip of update string: message_string .`

Explanation A VPN remote access client is notified that updated software is available for download. The remote client user is responsible for choosing to update the client access software.

- **client_ip**—The IP address of the remote client
- **message_string**—The message text sent to the remote client

Recommended Action None required.

713230

Error Message `%FTD-3-713230 Internal Error, ike_lock trying to lock bit that is already locked for type type`

Explanation An internal error occurred, which is reporting that the IKE subsystem is attempting to lock memory that has already been locked. This indicates errors on semaphores that are used to protect memory violations for IKE SAs. This message does not indicate that anything is seriously wrong. However, an unexpected event has occurred, and steps are automatically being taken for recovery.

- >*type* —String that describes the type of semaphore that had a locking issue

Recommended Action If the problem persists, contact the Cisco TAC.

713231

Error Message `%FTD-3-713231 Internal Error, ike_lock trying to unlock bit that is not locked for type type`

Explanation An internal error has occurred, which is reporting that the IKE subsystem is attempting to unlock memory that is not currently locked. This indicates errors on semaphores that are used to protect memory violations for IKE SAs. This message does not indicate that anything is seriously wrong. However, an unexpected event has occurred, and steps are automatically being taken for recovery.

- *type* —String that describes the type of semaphore that had a locking issue

Recommended Action If the problem persists, contact the Cisco TAC.

713232

Error Message `%FTD-3-713232 SA lock refCnt = value , bitmask = hexvalue , p1_decrypt_cb = value , qm_decrypt_cb = value , qm_hash_cb = value , qm_spi_ok_cb = value , qm_dh_cb = value , qm_secret_key_cb = value , qm_encrypt_cb = value`

Explanation All the IKE SA are locked, and a possible error has been detected. This message reports errors on semaphores that are used to protect memory violations for IKE SAs.

- >*value* —Decimal value
- >*hexvalue* —Hexadecimal value

Recommended Action If the problem persists, contact the Cisco TAC.

713233

Error Message `%FTD-7-713233: (VPN-unit ) Remote network (remote network ) validated for network extension mode.`

Explanation The remote network received during the Phase 2 negotiation was validated. The message indicates the results of the remote network check during Phase 2 negotiations for Network Extension Mode clients. This is part of an existing feature that prevents users from misconfiguring their hardware client network (for example, configuring overlapping networks or the same network on multiple clients).

- *remote network* —Subnet address and subnet mask from Phase 2 proxy

Recommended Action None required.

713234

Error Message `%FTD-7-713234: (VPN-unit) Remote network (remote network ) from network extension mode client mismatches AAA configuration (aaa network ).`

Explanation The remote network received during the Phase 2 negotiation does not match the framed-ip-address and framed-subnet-mask that were returned from the AAA server for this session.

- *remote network* —Subnet address and subnet mask from Phase 2 proxy
- *aaa network* —Subnet address and subnet mask configured through AAA

Recommended Action Do one of the following:

- Check the address assignment for this user and group, then check the network configuration on the HW client, and correct any inconsistencies.
- Disable address assignment for this user and group.

713235

Error Message `%FTD-6-713235: Attempt to send an IKE packet from standby unit. Dropping the packet!`

Explanation Normally, IKE packets should never be sent from the standby unit to the remote peer. If such an attempt is made, an internal logic error may have occurred. The packet never leaves the standby unit because of protective code. This message facilitates debugging.

Recommended Action None required.

713236

Error Message `%FTD-7-713236: IKE_DECODE tx/rx Message (msgid=msgid) with payloads:payload1 (payload1_len) + payload2 (payload2_len)...total length: tlen`

Explanation IKE sent or received various messages.

The following example shows the output when IKE receives a message with an 8-byte hash payload, an 11-byte notify payload, and two 13-byte vendor-specific payloads:

```
%threat defense-7-713236: IKE_DECODE RECEIVED Message msgid=0) with payloads: HDR + HASH
(8) + NOTIFY (11) + VENDOR (13) + VENDOR (13) + NONE (0)
```

Recommended Action None required.

713237

Error Message `%FTD-5-713237: ACL update (access_list ) received during re-key re-authentication will not be applied to the tunnel.`

Explanation The Phase 1 rekey of a remote access IPsec tunnel appears under the following conditions:

- The tunnel is configured to reauthenticate the user when the tunnel is rekeyed.
- The RADIUS server returns an access list or a reference to a locally configured access list that is different from the one that was returned when the tunnel was first established.

Recommended Action Under these conditions, the Secure Firewall Threat Defense device ignores the new access list and this message is generated.

- >*access_list* —Name associated with the static or dynamic access list, as displayed in the output of the **show access-list** command

IPsec users must reconnect for new user-specific access lists to take effect.

713238

Error Message `%FTD-3-713238: Invalid source proxy address: 0.0.0.0! Check private address on remote client`

Explanation The private side address of a network extension mode client came across as 0.0.0.0. This usually indicates that no IP address was set on the private interface of the hardware client.

Recommended Action Verify the configuration of the remote client.

713239

Error Message `%FTD-4-713239: IP_Address : Tunnel Rejected: The maximum tunnel count allowed has been reached`

Explanation An attempt to create a tunnel has occurred after the maximum number of tunnels allowed has been reached.

- **IP_Address**—The IP address of the peer

Recommended Action None required.

713240

Error Message `%FTD-4-713240: Received DH key with bad length: received length=rlength expected length=elength`

Explanation A Diffie-Hellman key with the incorrect length was received from the peer.

- rlength—The length of the DH key that was received
- elength—The expected length (based on the DH key size)

Recommended Action None required.

713241

Error Message `%FTD-4-713241: IE Browser Proxy Method setting_number is Invalid`

Explanation An invalid proxy setting was found during ModeCfg processing. P1 negotiation will fail.

Recommended Action Check the **msie-proxy method** command settings (a subcommand of the **group-policy** command), which should conform to one of the following: [**auto-detect** | **no-modify** | **no-proxy** | **use-server**] . Any other value or no value is incorrect. Try resetting the **msie-proxy method** command settings. If the problem persists, contact the Cisco TAC.

713242

Error Message `%FTD-4-713242: Remote user is authenticated using Hybrid Authentication. Not starting IKE rekey.`

Explanation The Secure Firewall Threat Defense device has detected a request to start an IKE rekey for a tunnel configured to use Hybrid Xauth, but the rekey was not started. The Secure Firewall Threat Defense device will wait for the client to detect and initiate an IKE rekey.

Recommended Action None required.

713243

Error Message `%FTD-4-713243: META-DATA Unable to find the requested certificate`

Explanation The IKE peer requested a certificate from the cert-req payload. However, no valid identity certificate issued by the requested DN was found.

Recommended Action Perform the following steps:

1. Check the identity certificates.
2. Enroll or import the desired certificate.
3. Enable certificate debugging for more details.

713244

Error Message `%FTD-4-713244: META-DATA Received Legacy Authentication Method(LAM) type type is different from the last type received type .`

Explanation The LAM attribute type received differs from the last type received. The type must be consistent throughout the user authentication process. The user authentication process cannot proceed, and the VPN connection will not be established.

- **type**—The LAM type

Recommended Action If the problem persists, contact the Cisco TAC.

713245

Error Message `%FTD-4-713245: META-DATA Unknown Legacy Authentication Method(LAM) type type received.`

Explanation An unsupported LAM type was received during the CRACK challenge or response user authentication process. The user authentication process cannot proceed, and the VPN connection will not be established.

- **type**—The LAM type

Recommended Action If the problem persists, contact the Cisco TAC.

713246

Error Message `%FTD-4-713246: META-DATA Unknown Legacy Authentication Method(LAM) attribute type type received.`

Explanation The Secure Firewall Threat Defense device received an unknown LAM attribute type, which should not cause connectivity problems, but might affect the functionality of the peer.

- **type**—The LAM attribute type

Recommended Action None required.

713247

Error Message `%FTD-4-713247: META-DATA Unexpected error: in Next Card Code mode while not doing SDI.`

Explanation An unexpected error occurred during state processing.

Recommended Action If the problem persists, contact the Cisco TAC.

713248

Error Message `%FTD-5-713248: META-DATA Rekey initiation is being disabled during CRACK authentication.`

Explanation When an IKE SA is negotiated using the CRACK authentication method, the Phase 1 SA rekey timer at the headend expired before a successful rekey. Because the remote client is always the initiator of the exchange when using the CRACK authentication method, the headend will not initiate the rekey. Unless the remote peer initiates a successful rekey before the IKE SA expires, the connection will come down upon IKE SA expiration.

Recommended Action None required.

713249

Error Message `%FTD-4-713249: META-DATA Received unsupported authentication results: result`

Explanation While negotiating an IKE SA using the CRACK authentication method, the IKE subsystem received a result that is not supported during CRACK authentication from the authentication subsystem. The user authentication fails, and the VPN connection is torn down.

- *result* —The result returned from the authentication subsystem

Recommended Action If the problem persists, contact the Cisco TAC.

713250

Error Message `%FTD-5-713250: META-DATA Received unknown Internal Address attribute: attribute`

Explanation The Secure Firewall Threat Defense device received a request for an internal address attribute that is not recognizable. The attribute might be valid, but not currently supported, or the peer might be sending an illegal value. This should not cause connectivity problems, but might affect the functionality of the peer.

Recommended Action None required.

713251

Error Message `%FTD-4-713251: META-DATA Received authentication failure message`

Explanation The Secure Firewall Threat Defense device received a notification message that indicated an authentication failure while an IKE SA is negotiated using the CRACK authentication method. The connection is torn down.

Recommended Action None required.

713252

Error Message `%FTD-5-713252: Group = group , Username = user , IP = ip , Integrity Firewall Server is not available. VPN Tunnel creation rejected for client.`

Explanation When the group policy is configured to require the client to authenticate with a Zonelab Integrity Server, the server might need to be connected to the concentrator depending on the failure policy configured. If the fail policy is to reject the client connection, this message is generated when a Zonelab Integrity Server is not connected to the Secure Firewall Threat Defense device at the time the client is connecting.

- *group* —The tunnel group to which the remote access user is connecting
- *user* —The remote access user
- *ip* —The IP address of the remote access user

Recommended Action Check that the configurations on the concentrator and the Zonelab Integrity Server match. Then verify that communication exists between the concentrator and the Zonelab Integrity Server.

713253

Error Message `%FTD-5-713253: Group = group , Username = user , IP = ip , Integrity Firewall Server is not available. Entering ALLOW mode. VPN Tunnel created for client.`

Explanation When the group policy is configured to require a client to authenticate with a Zonelab Integrity Server, the server might need to be connected to the concentrator, depending on the failure policy configured. If the failure policy is to accept the client connection, and provide unrestricted network access, this message is generated when a Zonelab Integrity Server is not connected to the Secure Firewall Threat Defense device at the time the client is connecting.

- *group* —The tunnel group to which the remote access user is connecting
- *user* —The remote access user
- *ip* —The IP address of the remote access user

Recommended Action Check that the configurations on the Secure Firewall Threat Defense device and the Zonelab Integrity Server match, and verify that communication exists between the Secure Firewall Threat Defense device and the Zonelab Integrity Server.

713254

Error Message `%FTD-3-713254: Group = groupname , Username = username , IP = peerip , Invalid IPsec/UDP port = portnum , valid range is minport - maxport , except port 4500, which is reserved for IPsec/NAT-T`

Explanation You cannot use UDP port 4500 for IPsec/UDP connections, because it is reserved for IPsec or NAT-T connections. The CLI does not allow this configuration for local groups. This message should only occur for externally defined groups.

- *groupname* —The name of the user group
- *username* —The name of the user
- *peerip* —The IP address of the client
- *portnum* —The IPsec/UDP port number on the external server
- *minport* —The minimum valid port number for a user-configurable port, which is 4001
- *maxport* —The maximum valid port number for a user-configurable port, which is 49151

Recommended Action Change the IPsec or UDP port number on the external server to another port number. Valid port numbers are 4001 to 49151.

713255

Error Message `%FTD-4-713255: IP = peer-IP , Received ISAKMP Aggressive Mode message 1 with unknown tunnel group name group-name`

Explanation An unknown tunnel group was specified in ISAKMP Aggressive Mode message 1.

- *peer-ip* —The address of the peer
- *group-name* —The group name specified by the peer

Recommended Action Check the tunnel group and client configurations to make sure that they are valid.

713256

Error Message `%FTD-6-713256: IP = peer-IP , Sending spoofed ISAKMP Aggressive Mode message 2 due to receipt of unknown tunnel group. Aborting connection.`

Explanation When the peer specifies an invalid tunnel group, the Secure Firewall Threat Defense device will still send message 2 to prevent the peer from gleaning tunnel group information.

- *peer-ip* —The address of the peer

Recommended Action None required.

713257

Error Message `%FTD-5-713257: Phase var1 failure: Mismatched attribute types for class var2 : Rcv'd: var3 Cfg'd: var4`

Explanation An Secure Firewall Threat Defense device has acted as the responder in a LAN-to-LAN connection. It indicates that the Secure Firewall Threat Defense crypto configuration does not match the configuration of the initiator. The message specifies during which phase the mismatch occurred, and which attributes both the responder and the initiator had that were different.

- *var1* —The phase during which the mismatch occurred
- *var2* —The class to which the attributes that do not match belong
- *var3* —The attribute received from the initiator
- *var4* —The attribute configured

Recommended Action Check the crypto configuration on both of the LAN-to-LAN devices for inconsistencies. In particular, if a mismatch between UDP-Tunnel (NAT-T) and something else is reported, check the crypto maps. If one configuration has NAT-T disabled on the matched crypto map and the other does not, this will cause a failure.

713258

Error Message `%FTD-3-713258: IP = var1 , Attempting to establish a phase2 tunnel on var2 interface but phase1 tunnel is on var3 interface. Tearing down old phase1 tunnel due to a potential routing change.`

Explanation The Secure Firewall Threat Defense device tries to establish a Phase 2 tunnel on an interface, and a Phase 1 tunnel already exists on a different interface. The existing Phase 1 tunnel is torn down to allow the establishment of a new tunnel on the new interface.

- *var1* —The IP address of the peer
- *var2* —The interface on which the Secure Firewall Threat Defense device is trying to establish a Phase 2 tunnel
- *var3* —The interface on which the Phase 1 tunnel exists

Recommended Action Check whether or not the route of the peer has changed. If the route has not changed, a possible misconfiguration may exist.

713259

Error Message `%FTD-5-713259: Group = groupname , Username = username , IP = peerIP , Session is being torn down. Reason: reason`

Explanation The termination reason for the ISAKMP session appears, which occurs when the session is torn down through session management.

- *groupname* —The tunnel group of the session being terminated
- *username* —The username of the session being terminated
- *peerIP* —The peer address of the session being terminated

• *reason* —The RADIUS termination reason of the session being terminated. Reasons include the following:

- Port Preempted (simultaneous logins)

- Idle Timeout

- Max Time Exceeded

- Administrator Reset

Recommended Action None required.

713260

Error Message `%FTD-3-713260: Output interface %d to peer was not found`

Explanation When trying to create a Phase 1 SA, the interface database could not be found for the interface ID.

Recommended Action If the problem persists, contact the Cisco TAC.

713261

Error Message `%FTD-3-713261: IPV6 address on output interface %d was not found`

Explanation When trying to create a Phase 1 SA, no IPv6 address is specified on the local interface.

Recommended Action For information about how to set up an IPv6 address on a desired interface, see the "Configuring IPv6 Addressing" section in the CLI configuration guide.

713262

Error Message `%FTD-3-713262: Rejecting new IPSec SA negotiation for peer Peer_address . A negotiation was already in progress for local Proxy Local_address /Local_prefix_len , remote Proxy Remote_address /Remote_prefix_len`

Explanation When establishing a Phase SA, the Secure Firewall Threat Defense device will reject a new Phase 2 SA matching this proxy.

- *Peer_address* —The new address attempting to intiate Phase 2 with a proxy matching an existing negotiation
- *Local_address* —The address of the previous local peer currently negotiating Phase 2
- *Local_prefix_len* —The length of the subnet prefix according to CIDR notation
- *Remote_address* —The address of the proxy
- *Remote_prefix_len* —The length of the subnet prefix according to CIDR notation

Recommended Action None required.

713263

Error Message `%FTD-7-713263: Received local IP Proxy Subnet data in ID Payload: Address IP_address , Mask /prefix_len , Protocol protocol , Port port`

Explanation The Secure Firewall Threat Defense device is adding a route for the private address or networks of the peer. In this case, the peer is either a client or a L2L peer with an unknown address. Both of these cases use dynamic crypto maps to allow the tunnel.

- *IP_address* —The base IP address of the destination network of the peer
- *prefix_len* —The length of the subnet prefix according to CIDR notation
- *protocol* — The proxy protocol
- *port* —The proxy port

Recommended Action None required.

713264

Error Message `%FTD-7-713264: Received local IP Proxy Subnet data in ID Payload: Address IP_address , Mask/prefix_len , Protocol protocol , Port port {"Received remote IP Proxy Subnet data in ID Payload: Address %a , Mask/%d , Protocol %u , Port %u "}`

Explanation The Secure Firewall Threat Defense device is adding a route for the private address or networks of the peer. In this case, the peer is either a client or a L2L peer with an unknown address. Both of these cases use dynamic crypto maps to allow the tunnel.

- *IP_address* —The base IP address of the destination network of the peer
- *prefix_len* —The length of the subnet prefix according to CIDR notation
- *protocol* — The proxy protocol
- *port* —The proxy port

Recommended Action None required.

713265

Error Message `%FTD-6-713265: Adding static route for L2L peer coming in on a dynamic map. address: IP_address , mask: /prefix_len`

Explanation The Secure Firewall Threat Defense device is adding a route for the private address or networks of the peer. In this case, the peer is either a client or a L2L peer with an unknown address. Both of these cases use dynamic crypto maps to allow the tunnel.

- *IP_address* —The base IP address of the destination network of the peer
- *prefix_len* —The length of the subnet prefix according to CIDR notation

Recommended Action None required.

713266

Error Message `%FTD-3-713266: Could not add route for L2L peer coming in on a dynamic map. address: IP_address , mask: /prefix_len`

Explanation The Secure Firewall Threat Defense device failed while attempting to add a route for the private address or networks of the peer. In this case, the peer is either a client or a L2L peer with an unknown address. Both of these cases use dynamic crypto maps to allow the tunnel. This might indicate duplicate routes, a full IPv6 routing table, or a failure of the Secure Firewall Threat Defense device to remove previously used routes.

- *IP_address* —The base IP address of the destination network of the peer

- *prefix_len* —The length of the subnet prefix according to CIDR notation

Recommended Action Check the IPv6 routing table to make sure there is room for additional routes, and that obsolete routes are not present. If the table is full or includes obsolete routes, remove the routes and try again. If the problem persists, contact the Cisco TAC.

713267

Error Message `%FTD-6-713267: Deleting static route for L2L peer that came in on a dynamic map. address: IP_address , mask: /prefix_len`

Explanation The Secure Firewall Threat Defense device failed while attempting to add a route for the private address or networks of the peer. In this case, the peer is either a client or a L2L peer with an unknown address. Both of these cases use dynamic crypto maps to allow the tunnel.

- *IP_address* —The base IP address of the destination network of the peer
- *prefix_len* —The length of the subnet prefix according to CIDR notation

Recommended Action None required.

713268

Error Message `%FTD-3-713268: Could not delete route for L2L peer that came in on a dynamic map. address: IP_address , mask: /prefix_len`

Explanation The Secure Firewall Threat Defense device experienced a failure while deleting a route for the private address or networks of the peer. In this case, the peer is either a client or a L2L peer with an unknown address. Both of these cases use dynamic crypto maps to allow the tunnel. The route may have already been deleted, or an internal software error has occurred.

- *IP_address* —The base IP address of the destination network of the peer
- *prefix_len* —The length of the subnet prefix according to CIDR notation

Recommended Action If the route has already been deleted, the condition is benign and the device will function normally. If the problem persists or can be linked to routing issues over VPN tunnels, then check the routing and addressing portions of the VPN L2L configuration. Also check the reverse route injection and the ACLs associated with the appropriate crypto map. If the problem persists, contact the Cisco TAC.

713269

Error Message `%FTD-6-713269: Detected Hardware Client in network extension mode, adding static route for address: IP_address , mask: /prefix_len`

Explanation A tunnel with a hardware client in network extension mode has been negotiated, and a static route is being added for the private network behind the hardware client. This configuration enables the Secure Firewall Threat Defense device to make the remote network known to all the routers on the private side of the headend.

- *IP_address* —The base IP address of the destination network of the peer
- *prefix_len* —The length of the subnet prefix according to CIDR notation

Recommended Action None required.

713270

Error Message `%FTD-3-713270: Could not add route for Hardware Client in network extension mode, address: IP_address , mask: /prefix_len`

Explanation An internal software error has occurred. A tunnel with a hardware client in network extension mode has been negotiated, and an attempt to add the static route for the private network behind the hardware client failed. The IPv6 routing table may be full, or a possible addressing error has occurred.

- *IP_address* —The base IP address of the destination network of the peer
- *prefix_len* —The length of the subnet prefix according to CIDR notation

Recommended Action If the problem persists, contact the Cisco TAC.

713271

Error Message `%FTD-6-713271: Terminating tunnel to Hardware Client in network extension mode, deleting static route for address: IP_address , mask:/prefix_len`

Explanation A tunnel to a hardware client in network extension mode is being removed, and the static route for the private network is being deleted behind the hardware client.

- *IP_address* —The base IP address of the destination network of the peer
- *prefix_len* —The length of the subnet prefix according to CIDR notation

Recommended Action None required.

713272

Error Message `%FTD-3-713272: Terminating tunnel to Hardware Client in network extension mode, unable to delete static route for address: IP_address , mask: /prefix_len`

Explanation While a tunnel to a hardware client in network extension mode was being removed, a route to the private network behind the hardware client cannot be deleted. This might indicate an addressing or software problem.

- *IP_address* —The base IP address of the destination network of the peer
- *prefix_len* —The length of the subnet prefix according to CIDR notation

Recommended Action Check the IPv6 routing table to ensure that the route is not there. If it is, it may have to be removed manually, but only if the tunnel to the hardware client has been completely removed.

713273

Error Message `%FTD-7-713273: Deleting static route for client address: IP_Address IP_Address address of client whose route is being removed`

Explanation A route to the peer-assigned address or the networks protected by a hardware client were removed from the routing table.

Recommended Action None required.

713274

Error Message `%FTD-3-713274: Could not delete static route for client address: IP_Address IP_Address address of client whose route is being removed`

Explanation While a tunnel to an IPsec client was being removed, its entry in the routing table could not be removed. This condition may indicate a networking or software problem.

Recommended Action Check the routing table to make sure that the route does not exist. If it does, it may need to be removed manually, but only if the tunnel has been closed successfully.

713275

Error Message `%FTD-3-713275: IKEv1 Unsupported certificate keytype %s found at trustpoint %s`

Explanation This syslog is displayed for ikev1 when certificate key type is not of type ECDSA. Ensure that certificates of valid KEY type is installed on the GW.

Recommended Action None required.

713276

Error Message `%FTD-3-713276: Dropping new negotiation - IKEv1 in-negotiation context limit of %u reached`

Explanation This syslog message is displayed for ikev1 in multi context when maximum in negotiation limit is reached.

Recommended Action None required.

713900

Error Message `%FTD-1-713900: Descriptive_event_string.`

Explanation A serious event or failure has occurred. For example, the Secure Firewall Threat Defense device is trying to generate a Phase 2 deletion, but the SPI did not match any of the existing Phase 2 SAs.

Recommended Action In the example described, both peers are deleting Phase 2 SAs at the same time. In this case, it is a benign error and can be ignored. If the error is persistent and results in negative side effects such as dropped tunnels or device reboots, it may reflect a software failure. In this case, copy the error message exactly as it appears on the console or in the system log, and then contact the Cisco TAC for further assistance.

713901

Error Message `%FTD-2-713901: Descriptive_event_string .`

Explanation An error has occurred, which may be the result of a configuration error on the headend or remote access client. The event string provides details about the error that occurred.

Recommended Action You may need to troubleshoot the message to determine what caused the error. Check the ISAKMP and crypto map configuration on both peers.

713902

Error Message `%FTD-3-713902: Descriptive_event_string.`

Explanation An error has occurred, which may be the result of a configuration error either on the headend or remote access client.

Recommended Action It might be necessary to troubleshoot the configuration to determine the cause of the error. Check the ISAKMP and crypto map configuration on both peers.

713903

Error Message `%FTD-4-713903: IKE error message reason reason.`

Explanation This syslog ID is used for IKE warning messages which can display multiple other syslogs.

Recommended Action None required.

Examples:

`%FTD-4-713903: Group = group policy , Username = user name , IP = remote IP , ERROR: Failed to install Redirect URL: redirect URL Redirect ACL: non_exist for assigned IP`

`%FTD-4-713903: IKE Receiver: Runt ISAKMP packet discarded on Port Port_Number from Source_URL`

`%FTD-4-713903: IP = IP address, Header invalid, missing SA payload! (next payload = x)`

`%FTD-4-713903: Group = DefaultRAGroup, IP = IP address, Error: Unable to remove PeerTblEntry`

713904

Error Message `%FTD-5-713904: Descriptive_event_string .`

Explanation Notification status information appears, which is used to track events that have occurred.

Recommended Action None required.

713905

Error Message `%FTD-6-713905: Descriptive_event_string.`

Explanation Information status details appear, which are used to track events that have occurred.

Example

`%threat defense-6-713905: IKE successfully unreserved UDP port 27910 on interface outside`

Recommended Action None required.

713906

Error Message `%FTD-7-713906: Descriptive_event_string .`

Explanation Debugging status information appears, which is used to track events that have occurred.

Recommended Action None required.

714001

Error Message `%FTD-7-714001: description_of_event_or_packet`

Explanation A description of an IKE protocol event or packet was provided.

Recommended Action None required.

714002

Error Message `%FTD-7-714002: IKE Initiator starting QM: msg id = message_number`

Explanation The Secure Firewall Threat Defense device has sent the first packet of the Quick mode exchange as the Phase 2 initiator.

Recommended Action None required.

714003

Error Message `%FTD-7-714003: IKE Responder starting QM: msg id = message_number`

Explanation The Secure Firewall Threat Defense device has received the first packet of the Quick mode exchange as the Phase 2 responder.

Recommended Action None required.

714004

Error Message `%FTD-7-714004: IKE Initiator sending 1st QM pkt: msg id = message_number`

Explanation The protocol of the first Quick Mode packet was decoded.

Recommended Action None required.

714005

Error Message `%FTD-7-714005: IKE Responder sending 2nd QM pkt: msg id = message_number`

Explanation The protocol of the second Quick Mode packet was decoded.

Recommended Action None required.

714006

Error Message `%FTD-7-714006: IKE Initiator sending 3rd QM pkt: msg id = message_number`

Explanation The protocol of the third Quick Mode packet was decoded.

Recommended Action None required.

714007

Error Message `%FTD-7-714007: IKE Initiator sending Initial Contact`

Explanation The Secure Firewall Threat Defense device is building and sending the initial contact payload.

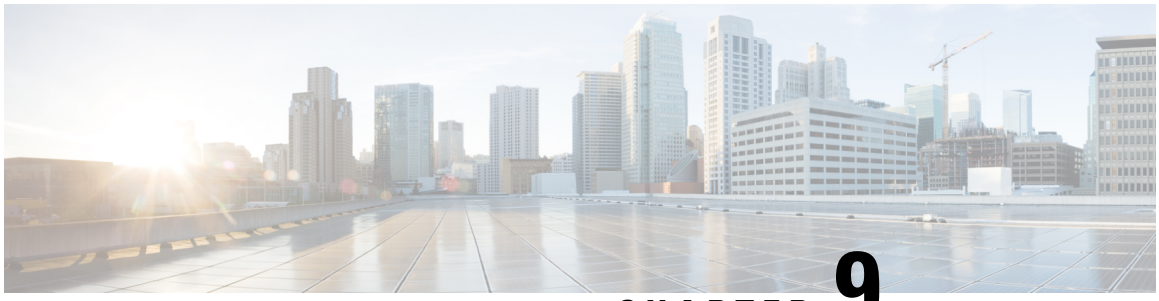
Recommended Action None required.

714011

Error Message `%FTD-7-714011: Description of received ID values`

Explanation The Secure Firewall Threat Defense device received the displayed ID information during the negotiation.

Recommended Action None required.



CHAPTER 9

Syslog Messages 715001 to 721019

This chapter contains the following sections:

Messages 715001 to 715080

This section includes messages from 715001 to 715080.

715001

Error Message `%FTD-7-715001: Descriptive statement`

Explanation A description of an event or problem encountered by the Secure Firewall Threat Defense device appears.

Recommended Action The action depends on the description.

715004

Error Message `%FTD-7-715004: subroutine name () Q Send failure: RetCode (return_code )`

Explanation An internal error occurred when attempting to put messages in a queue.

Recommended Action This is often a benign condition. If the problem persists, contact the Cisco TAC.

715005

Error Message `%FTD-7-715005: subroutine name() Bad message code: Code (message_code )`

Explanation An internal subroutine received a bad message code.

Recommended Action This is often a benign condition. If the problem persists, contact the Cisco TAC.

715006

Error Message `%FTD-7-715006: IKE got SPI from key engine: SPI = SPI_value`

Explanation The IKE subsystem received an SPI value from IPsec.

Recommended Action None required.

715007

Error Message `%FTD-7-715007: IKE got a KEY_ADD msg for SA: SPI = SPI_value`

Explanation IKE has completed tunnel negotiation and has successfully loaded the appropriate encryption and hashing keys for IPsec use.

Recommended Action None required.

715008

Error Message `%FTD-7-715008: Could not delete SA SA_address, refCnt = number , caller = calling_subroutine_address`

Explanation The calling subroutine cannot delete the IPsec SA. This might indicate a reference count problem.

Recommended Action If the number of stale SAs grows as a result of this event, contact the Cisco TAC.

715009

Error Message `%FTD-7-715009: IKE Deleting SA: Remote Proxy IP_address , Local Proxy IP_address`

Explanation SA is being deleted with the listed proxy addresses.

Recommended Action None required.

715013

Error Message `%FTD-7-715013: Tunnel negotiation in progress for destination IP_address , discarding data`

Explanation IKE is in the process of establishing a tunnel for this data. All packets to be protected by this tunnel will be dropped until the tunnel is fully established.

Recommended Action None required.

715018

Error Message `%FTD-7-715018: IP Range type id was loaded: Direction %s, From: %a, Through: %a`

Explanation This syslog message is generated while updating IPSEC SA details.

Recommended Action None required.

715019

Error Message `%FTD-7-715019: Group group Username username IP ip IKEGetUserAttributes: Attribute name = name`

Explanation The **modecfg** attribute name and value pair being processed by the Secure Firewall Threat Defense device appear.

Recommended Action None required.

715020

Error Message `%FTD-7-715020: construct_cfg_set: Attribute name = name`

Explanation The **modecfg** attribute name and value pair being transmitted by the Secure Firewall Threat Defense device appear.

Recommended Action None required.

715021

Error Message `%FTD-7-715021: Delay Quick Mode processing, Cert/Trans Exch/RM DSID in progress`

Explanation Quick mode processing is being delayed until all Phase 1 processing has been completed (for transaction mode).

Recommended Action None required.

715022

Error Message `%FTD-7-715022: Resume Quick Mode processing, Cert/Trans Exch/RM DSID completed`

Explanation Phase 1 processing has completed, and quick mode is being resumed.

Recommended Action None required.

715027

Error Message `%FTD-7-715027: IPsec SA Proposal # chosen_proposal , Transform # chosen_transform acceptable Matches global IPsec SA entry # crypto_map_index`

Explanation The indicated IPsec SA proposal and transform were selected from the payloads that the responder received. This data can be useful when attempting to debug IKE negotiation issues.

Recommended Action None required.

715028

Error Message `%FTD-7-715028: IKE SA Proposal # 1, Transform # chosen_transform acceptable Matches global IKE entry # crypto_map_index`

Explanation The indicated IKE SA transform was selected from the payloads that the responder received. This data can be useful when attempting to debug IKE negotiation issues.

Recommended Action None required.

715031

Error Message `%FTD-7-715031: Obtained IP addr (%s) prior to initiating Mode Cfg (XAuth %s)`

Explanation This syslog is generated when the IP address is assigned by the IP util subsystem.

Recommended Action None required.

715032

Error Message `%FTD-7-715032: Sending subnet mask (%s) to remote client`

Explanation This syslog is generated when the IP address is assigned by the IP util subsystem.

Recommended Action None required.

715033

Error Message `%FTD-7-715033: Processing CONNECTED notify (MsgId` *`message_number`* `)`

Explanation The Secure Firewall Threat Defense device is processing a message containing a notify payload with the notify type CONNECTED (16384). The CONNECTED notify type is used to complete the commit bit processing and should be included in the fourth overall quick mode packet, which is sent from the responder to the initiator.

Recommended Action None required.

715034

Error Message `%FTD-7-715034: action IOS keep alive payload: proposal=`*`time 1 /time 2`* `sec.`

Explanation Processing for sending or receiving a keepalive payload message is being performed.

Recommended Action None required.

715035

Error Message `%FTD-7-715035: Starting IOS keepalive monitor:` *`seconds`* `sec.`

Explanation The keepalive timer will monitor for a variable number of seconds for keepalive messages.

Recommended Action None required.

715036

Error Message `%FTD-7-715036: Sending keep-alive of type` *`notify_type`* `(seq number` *`number`* `)`

Explanation Processing for sending a keepalive notify message is being performed.

Recommended Action None required.

715037

Error Message `%FTD-7-715037: Unknown IOS Vendor ID version: major.minor.variance`

Explanation The capabilities of this version of the Cisco IOS are not known.

Recommended Action There may be interoperability issues with features such as IKE keepalives. If the problem persists, contact the Cisco TAC.

715038

Error Message `%FTD-7-715038: action Spoofing_information Vendor ID payload (version: major.minor.variance , capabilities: value )`

Explanation Processing for the Cisco IOS vendor ID payload has been performed. The action being performed might be Altiga spoofing the Cisco IOS.

Recommended Action None required.

715039

Error Message `%FTD-7-715039: Unexpected cleanup of tunnel table entry during SA delete.`

Explanation An entry in the IKE tunnel table was never removed when the SA was freed. This indicates a defect in the state machine.

Recommended Action If the problem persists, contact the Cisco TAC.

715040

Error Message `%FTD-7-715040: Deleting active auth handle during SA deletion: handle = internal_authentication_handle`

Error Message The authentication handle was still active during SA deletion. This is part of cleanup recovery during the error condition.

Recommended Action None required.

715041

Error Message `%FTD-7-715041: Received keep-alive of type keepalive_type , not the negotiated type`

Explanation A keepalive of the type indicated in the message was received unexpectedly.

Recommended Action Check the keepalive configuration on both peers.

715042

Error Message `%FTD-7-715042: IKE received response of type failure_type to a request from the IP_address utility`

Explanation A request for an IP address for a remote access client from the internal utility that provides these addresses cannot be satisfied. Variable text in the message string indicates more specifically what went wrong.

Recommended Action Check the IP address assignment configuration and adjust accordingly.

715044

Error Message `%FTD-7-715044: Ignoring Keepalive payload from vendor not support KeepAlive capability`

Explanation A Cisco IOS keepalive payload from a vendor was received without keepalive capabilities being set. The payload is ignored.

Recommended Action None required.

715045

Error Message `%FTD-7-715045: ERROR: malformed Keepalive payload`

Explanation A malformed keepalive payload has been received. The payload is ignored.

Recommended Action None required.

715046

Error Message `%FTD-7-715046: Group = groupname , Username = username , IP = IP_address , constructing payload_description payload`

Explanation An IP address from a remote client for a specific group and user shows details about the IKE payload being constructed.

Recommended Action None required.

715047

Error Message `%FTD-7-715047: processing payload_description payload`

Explanation Details of the IKE payload received and being processed appear.

Recommended Action None required.

715048

Error Message `%FTD-7-715048: Send VID_type VID`

Explanation The type of vendor ID payload being sent appears.

Recommended Action None required.

715049

Error Message `%FTD-7-715049: Received VID_type VID`

Explanation The type of vendor ID payload received appears.

Recommended Action None required.

715050

Error Message `%FTD-7-715050: Claims to be IOS but failed authentication`

Explanation The vendor ID received looks like a Cisco IOS VID, but does not match **hmac_sha**.

Recommended Action Check the vendor ID configuration on both peers. If this issue affects interoperability and the problem persists, contact the Cisco TAC.

715051

Error Message `%FTD-7-715051: Received unexpected TLV type` *`TLV_type`* `while processing FWTYPE ModeCfg Reply`

Explanation An unknown TLV was received in an Secure Firewall Threat Defense record while an FWTYPE ModeCfg Reply was being processed. The TLV will be discarded. This might occur either because of packet corruption or because the connecting client supports a later version of the Secure Firewall Threat Defense protocol.

Recommended Action Check the personal FW installed on the Cisco VPN client and the personal firewall configuration on the Secure Firewall Threat Defense device. This may also indicate a version mismatch between the VPN client and the Secure Firewall Threat Defense device.

715052

Error Message `%FTD-7-715052: Old P1 SA is being deleted but new SA is DEAD, cannot transition centries`

Explanation The old P1 SA is being deleted, but has no new SA to transition to because it was marked for deletion as well. This generally indicates that the two IKE peers are out-of-sync with each other and may be using different rekey times. The problem should correct itself, but there may be some small amount of data loss until a fresh P1 SA is reestablished.

Recommended Action None required.

715053

Error Message `%FTD-7-715053: MODE_CFG: Received request for` *`attribute_info`* `!`

Explanation The Secure Firewall Threat Defense device received a mode configuration message requesting the specified attribute.

Recommended Action None required.

715054

Error Message `%FTD-7-715054: MODE_CFG: Received` *`attribute_name`* `reply:` *`value`*

Explanation The Secure Firewall Threat Defense received a mode configuration reply message from the remote peer.

Recommended Action None required.

715055

Error Message `%FTD-7-715055: Send attribute_name`

Explanation The Secure Firewall Threat Defense device sent a mode configuration message to the remote peer.

Recommended Action None required.

715056

Error Message `%FTD-7-715056: Client is configured for TCP_transparency`

Explanation Because the remote end (client) is configured for IPsec over TCP, the headend Secure Firewall Threat Defense device must not negotiate IPsec over UDP or IPsec over NAT-T with the client.

Recommended Action The NAT transparency configuration may require adjustment of one of the peers if the tunnel does not come up.

715057

Error Message `%FTD-7-715057: Auto-detected a NAT device with NAT-Traversal. Ignoring IPsec-over-UDP configuration.`

Explanation IPsec-over-UDP mode configuration information will not be exchanged because NAT-Traversal was detected.

Recommended Action None required.

715058

Error Message `%FTD-7-715058: NAT-Discovery payloads missing. Aborting NAT-Traversal.`

Explanation The remote end did not provide NAT-Discovery payloads required for NAT-Traversal after exchanging NAT-Traversal VIDs. At least two NAT-Discovery payloads must be received.

Recommended Action This may indicate a nonconforming NAT-T implementation. If the offending peer is a Cisco product and the problem persists, contact the Cisco TAC. If the offending peer is not a Cisco product, then contact the manufacturer support team.

715059

Error Message `%FTD-7-715059: Proposing/Selecting only UDP-Encapsulated-Tunnel and UDP-Encapsulated-Transport modes defined by NAT-Traversal`

Explanation You need to use these modes instead of the usual transport and tunnel modes defined in the SA to successfully negotiate NAT-Traversal.

Recommended Action None required.

715060

Error Message `%FTD-7-715060: Dropped received IKE fragment. Reason: reason`

Explanation The reason for dropping the fragment appears.

Recommended Action The recommended action depends on the drop reason, but might indicate a problem with an intervening NAT device or a nonconforming peer.

715061

Error Message `%FTD-7-715061: Rcv'd fragment from a new fragmentation set. Deleting any old fragments.`

Explanation A resend of the same packet occurred, but fragmented to a different MTU, or another packet altogether.

Recommended Action None required.

715062

Error Message `%FTD-7-715062: Error assembling fragments! Fragment numbers are non-continuous.`

Explanation There is a gap in fragment numbers.

Recommended Action This might indicate a network problem. If the condition persists and results in dropped tunnels or prevents certain peers from negotiating with the Secure Firewall Threat Defense device, contact the Cisco TAC.

715063

Error Message `%FTD-7-715063: Successfully assembled an encrypted pkt from rcv'd fragments!`

Explanation Assembly for a fragmented packet that was received was successful.

Recommended Action None required.

715064

Error Message `%FTD-7-715064 -- IKE Peer included IKE fragmentation capability flags: Main Mode: true /false Aggressive Mode: true /false`

Explanation The peer supports IKE fragmentation based on the information provided in the message.

Recommended Action None required.

715065

Error Message `%FTD-7-715065: IKE state_machine subtype FSM error history (struct data_structure_address ) state , event : state /event pairs`

Explanation A Phase 1 error occurred and the **state**, **event** history pairs will be displayed in reverse chronological order.

Recommended Action Most of these errors are benign. If the problem persists, contact the Cisco TAC.

715066

Error Message `%FTD-7-715066: Can't load an IPsec SA! The corresponding IKE SA contains an invalid logical ID.`

Explanation The logical ID in the IKE SA is NULL. The Phase II negotiation will be torn down.

Recommended Action An internal error has occurred. If the problem persists, contact the Cisco TAC.

715067

Error Message `%FTD-7-715067: QM IsRekeyed: existing sa from different peer, rejecting new sa`

Explanation The LAN-TO-LAN SA that is being established already exists, that is, an SA with the same remote network, but is sourced from a different peer. This new SA will be deleted, because this is not a legal configuration.

Recommended Action Check the LAN-TO-LAN configuration on all associated peers. Specifically, multiple peers should not be sharing private networks.

715068

Error Message `%FTD-7-715068: QM IsRekeyed: duplicate sa found by` *`address`* `, deleting old sa`

Explanation The remote access SA that is being established already exists, that is, an SA with the same remote network, but is sourced from a different peer. The old SA will be deleted, because the peer may have changed its IP address.

Recommended Action This may be a benign condition, especially if a client tunnel was terminated abruptly. If the problem persists, contact the Cisco TAC.

715069

Error Message `%FTD-7-715069: Invalid ESP SPI size of` *`SPI_size`*

Explanation The Secure Firewall Threat Defense device received an IPsec SA proposal with an invalid ESP SPI size. This proposal will be skipped.

Recommended Action Generally, this is a benign condition but might indicate that a peer may be nonconforming. If the problem persists, contact the Cisco TAC.

715070

Error Message `%FTD-7-715070: Invalid IPComp SPI size of` *`SPI_size`*

Explanation The Secure Firewall Threat Defense device received an IPsec SA proposal with an invalid IPComp SPI size. This proposal will be skipped.

Recommended Action Generally, this is a benign condition but might indicate that a peer is nonconforming. If the problem persists, contact the Cisco TAC.

715071

Error Message `%FTD-7-715071: AH proposal not supported`

Explanation The IPsec AH proposal is not supported. This proposal will be skipped.

Recommended Action None required.

715072

Error Message `%FTD-7-715072: Received proposal with unknown protocol ID` *`protocol_ID`*

Explanation The Secure Firewall Threat Defense device received an IPsec SA proposal with an unknown protocol ID. This proposal will be skipped.

Recommended Action Generally, this is a benign condition, but might indicate that a peer is nonconforming. If the problem persists, contact the Cisco TAC.

715074

Error Message `%FTD-7-715074: Could not retrieve authentication attributes for peer` *`IP_address`*

Explanation The Secure Firewall Threat Defense device cannot get authorization information for the remote user.

Recommended Action Make sure that authentication and authorization settings have been configured correctly. If the problem persists, contact the Cisco TAC.

715075

Error Message `%FTD-7-715075: Group =` *`group_name`* `, IP =` *`IP_address`* `Received keep-alive of type` *`message_type`* `(seq number` *`number`* `)`

Explanation This message is paired with DPD R-U-THERE message 715036, which logs the DPD sending messages.

- **group_name**—The VPN group name of the peer
- **IP_address**—IP address of the VPN peer
- **message_type**—The message type (DPD R-U-THERE or DPD R-U-THERE-ACK)
- **number**—The DPD sequence number

Two possible cases:

- Received peer sending DPD R-U-THERE message
- Received peer reply DPD R-U-THERE-ACK message

Be aware of the following:

- The DPD R-U-THERE message is received and its sequence number matches the outgoing DPD reply messages.

If the Secure Firewall Threat Defense device sends a DPD R-U-THERE-ACK message without first receiving a DPD R-U-THERE message from the peer, it is likely experiencing a security breech.

- The received DPD R-U-THERE-ACK message's sequence number is matched with previously sent DPD messages.

If the Secure Firewall Threat Defense device did not receive a DPD R-U-THERE-ACK message within a reasonable amount of time after sending a DPD R-U-THERE message to the peer, the tunnel is most likely down.

Recommended Action None required.

715076

Error Message `%FTD-7-715076: Computing hash for ISAKMP`

Explanation IKE computed various hash values.

This object will be prepended as follows:

Group = >*groupname* , Username = >*username* , IP = >*ip_address* ...

Recommended Action None required.

715077

Error Message `%FTD-7-715077: Pitcher: msg string , spi spi`

Explanation Various messages have been sent to IKE.

msg_string can be one of the following:

- Received a key acquire message
- Received SPI for nonexistent SA
- Received key delete msg
- Received KEY_UPDATE
- Received KEY_REKEY_IB
- Received KEY_REKEY_OB
- Received KEY_SA_ACTIVE
- Could not find IKE SA to activate IPSEC (OB)
- Could not find IKE SA to rekey IPSEC (OB)
- KEY_SA_ACTIVE no centry found
- KEY_ADD centry not found
- KEY_UPDATE centry not found

This object will be prepended as follows:

Group = >*groupname* , Username = >*username* , IP = >*ip_address* ,...

Recommended Action None required.

715078

Error Message `%FTD-7-715078: Received %s LAM attribute`

Explanation This syslog is generated during parsing of challenge/response payload.

Recommended Action None required.

715079

Error Message `%FTD-7-715079: INTERNAL_ADDRESS: Received request for %s`

Explanation This syslog is generated during processing of internal address payload.

Recommended Action None required.

715080

Error Message `%FTD-7-715080: VPN: Starting P2 rekey timer: 28800 seconds.`

Error Message An IKE rekey timer has started.

Recommended Action None required.

Messages 716001 to 716603

This section includes messages from 716001 to 716603.

716001

Error Message `%FTD-6-716001: Group` *`group`* `User` *`user`* `IP` *`ip`* `WebVPN session started.`

Explanation The WebVPN session has started for the user in this group at the specified IP address. When the user logs in via the WebVPN login page, the WebVPN session starts.

Recommended Action None required.

716002

Error Message `%FTD-6-716002: Group` *`GroupPolicy`* `User` *`username`* `IP` *`ip`* `WebVPN session terminated: User requested.`

Explanation The WebVPN session has been terminated by a user request. Possible reasons include:

- Lost carrier
- Lost service
- Idle timeout
- Max time exceeded
- Administrator reset
- Administrator reboot
- Administrator shutdown
- Port error
- NAS error
- NAS request
- NAS reboot
- Port unneeded

- Port preempted. This reason indicates that the allowed number of simultaneous (same user) logins has been exceeded. To resolve this problem, increase the number of simultaneous logins or have users only log in once with a given username and password.
- Port suspended
- Service unavailable
- Callback
- User error
- Host requested
- Bandwidth management error
- ACL parse error
- VPN simultaneous logins limit specified in the group policy
- Unknown

Recommended Action Unless the reason indicates a problem, then no action is required.

716003

Error Message `%FTD-6-716003: Group group User user IP ip WebVPN access "GRANTED: url "`

Explanation The WebVPN user in this group at the specified IP address has been granted access to this URL. The user access to various locations can be controlled using WebVPN-specific ACLs.

Recommended Action None required.

716004

Error Message `%FTD-6-716004: Group group User user WebVPN access DENIED to specified location: url`

Explanation The WebVPN user in this group has been denied access to this URL. The WebVPN user access to various locations can be controlled using WebVPN-specific ACLs. In this case, a particular entry is denying access to this URL.

Recommended Action None required.

716005

Error Message `%FTD-6-716005: Group group User user WebVPN ACL Parse Error: reason`

Explanation The ACL for the WebVPN user in the specified group failed to parse correctly.

Recommended Action Correct the WebVPN ACL.

716006

Error Message `%FTD-6-716006: Group name User user WebVPN session terminated. Idle timeout.`

Explanation The WebVPN session was not created for the user in the specified group because the VPN tunnel protocol is not set to WebVPN.

Recommended Action None required.

716007

Error Message `%FTD-4-716007: Group group User user WebVPN Unable to create session.`

Explanation The WebVPN session was not created for the user in the specified group because of resource issues. For example, the user may have reached the maximum login limit.

Recommended Action None required.

716008

Error Message `%FTD-7-716008: WebVPN ACL: action`

Explanation The WebVPN ACL has begun performing an action (for example, begin parsing).

Recommended Action None required.

716009

Error Message `%FTD-6-716009: Group group User user WebVPN session not allowed. WebVPN ACL parse error.`

Explanation The WebVPN session for the specified user in this group is not allowed because the associated ACL did not parse. The user will not be allowed to log in via WebVPN until this error has been corrected.

Recommended Action Correct the WebVPN ACL.

716010

Error Message `%FTD-7-716010: Group group User user Browse network.`

Explanation The WebVPN user in the specified group browsed the network.

Recommended Action None required.

716011

Error Message `%FTD-7-716011: Group group User user Browse domain domain .`

Explanation The WebVPN specified user in this group browsed the specified domain.

Recommended Action None required.

716012

Error Message `%FTD-7-716012: Group group User user Browse directory directory .`

Explanation The specified WebVPN user browsed the specified directory.

Recommended Action None required.

716013

Error Message `%FTD-7-716013: Group group User user Close file filename .`

Explanation The specified WebVPN user closed the specified file.

Recommended Action None required.

716014

Error Message `%FTD-7-716014: Group group User user View file filename .`

Explanation The specified WebVPN user viewed the specified file.

Recommended Action None required.

716015

Error Message `%FTD-7-716015: Group group User user Remove file filename .`

Explanation The WebVPN user in the specified group removed the specified file.

Recommended Action None required.

716016

Error Message `%FTD-7-716016: Group group User user Rename file old_filename to new_filename .`

Explanation The specified WebVPN user renamed the specified file.

Recommended Action None required.

716017

Error Message `%FTD-7-716017: Group group User user Modify file filename .`

Explanation The specified WebVPN user modified the specified file.

Recommended Action None required.

716018

Error Message `%FTD-7-716018: Group group User user Create file filename .`

Explanation The specified WebVPN user created the specified file.

Recommended Action None required.

716019

Error Message `%FTD-7-716019: Group group User user Create directory directory .`

Explanation The specified WebVPN user created the specified directory.

Recommended Action None required.

716020

Error Message `%FTD-7-716020: Group group User user Remove directory directory .`

Explanation The specified WebVPN user removed the specified directory.

Recommended Action None required.

716021

Error Message `%FTD-7-716021: File access DENIED, filename .`

Explanation The specified WebVPN user was denied access to the specified file.

Recommended Action None required.

716022

Error Message `%FTD-4-716022: Unable to connect to proxy server reason .`

Explanation The WebVPN HTTP/HTTPS redirect failed for the specified reason.

Recommended Action Check the HTTP/HTTPS proxy configuration.

716023

Error Message `%FTD-4-716023: Group name User user Session could not be established: session limit of maximum_sessions reached.`

Explanation The user session cannot be established because the current number of sessions exceeds the maximum session load.

Recommended Action Increase the configured limit, if possible, to create a load-balanced cluster.

716024

Error Message `%FTD-7-716024: Group name User user Unable to browse the network.Error: description`

Explanation The user was unable to browse the Windows network using the CIFS protocol, as indicated by the description. For example, “Unable to contact necessary server” indicates that the remote server is unavailable or unreachable. This might be a transient condition or may require further troubleshooting.

Recommended Action Check the connectivity between the WebVPN device and the server being accessed by the CIFS protocol. Also check the NetBIOS name server configuration on the Secure Firewall Threat Defense device.

716025

Error Message `%FTD-7-716025: Group name User user Unable to browse domain domain . Error: description`

Explanation The user was unable to browse the remote domain using the CIFS protocol.

Recommended Action Check the connectivity between the WebVPN device and the server being accessed by the CIFS protocol. Check the NetBIOS name server configuration on the Secure Firewall Threat Defense device.

716026

Error Message `%FTD-7-716026: Group name User user Unable to browse directory directory . Error: description`

Explanation The user was unable to browse the remote directory using the CIFS protocol.

Recommended Action Check the connectivity between the WebVPN device and the server being accessed by the CIFS protocol. Also check the NetBIOS name server configuration on the Secure Firewall Threat Defense device.

716027

Error Message `%FTD-7-716027: Group name User user Unable to view file filename . Error: description`

Explanation The user was unable to view the remote file using the CIFS protocol.

Recommended Action Check the connectivity between the WebVPN device and the server being accessed by the CIFS protocol. Also check the NetBIOS name server configuration on the Secure Firewall Threat Defense device.

716028

Error Message `%FTD-7-716028: Group name User user Unable to remove file filename . Error: description`

Explanation The user was unable to remove the remote file using the CIFS protocol, probably caused by a lack of file permissions.

Recommended Action Check the connectivity between the WebVPN device and the server being accessed by the CIFS protocol. Also check the NetBIOS name server configuration on the Secure Firewall Threat Defense device and the file permissions.

716029

Error Message `%FTD-7-716029: Group name User user Unable to rename file filename . Error: description`

Explanation The user was unable to rename the remote file using the CIFS protocol, probably caused by lack of file permissions.

Recommended Action Check the connectivity between the WebVPN device and the server being accessed by the CIFS protocol. Also check the NetBIOS name server configuration on the Secure Firewall Threat Defense device and the file permissions.

716030

Error Message `%FTD-7-716030: Group name User user Unable to modify file filename . Error: description`

Explanation A problem occurred when a user attempted to modify an existing file using the CIFS protocol, probably caused by a lack of file permissions.

Recommended Action Check the connectivity between the WebVPN device and the server being accessed by the CIFS protocol. Also check the NetBIOS name server configuration on the Secure Firewall Threat Defense device and the file permissions.

716031

Error Message `%FTD-7-716031: Group name User user Unable to create file filename . Error: description`

Explanation A problem occurred when a user attempted to create a file using the CIFS protocol, probably caused by a file permissions problem.

Recommended Action Check the connectivity between the WebVPN device and the server being accessed by the CIFS protocol. Also check the NetBIOS name server configuration on the Secure Firewall Threat Defense device and the file permissions.

716032

Error Message `%FTD-7-716032: Group name User user Unable to create folder folder . Error: description`

Explanation A problem occurred when a user attempted to create a folder using the CIFS protocol, probably caused by a file permissions problem.

Recommended Action Check the connectivity between the WebVPN device and the server being accessed by the CIFS protocol. Also check the NetBIOS name server configuration on the Secure Firewall Threat Defense device and the file permissions.

716033

Error Message `%FTD-7-716033: Group name User user Unable to remove folder folder . Error: description`

Explanation A problem occurred when a user of the CIFS protocol attempted to remove a folder, which probably occurred because of a permissions problem or a problem communicating with the server on which the file resides.

Recommended Action Check the connectivity between the WebVPN device and the server being accessed by the CIFS protocol. Also check the NetBIOS name server configuration on the Secure Firewall Threat Defense device.

716034

Error Message `%FTD-7-716034: Group name User user Unable to write to file filename .`

Explanation A problem occurred when a user attempted to write to a file using the CIFS protocol, probably caused by a permissions problem or a problem communicating with the server on which the file resides.

Recommended Action None required.

716035

Error Message `%FTD-7-716035: Group name User user Unable to read file filename .`

Explanation A problem occurred when a user of the CIFS protocol tried to read a file, probably caused by a file permissions problem.

Recommended Action Check the file permissions.

716036

Error Message `%FTD-7-716036: Group name User user File Access: User user logged into the server server.`

Explanation A user successfully logged into the server using the CIFS protocol

Recommended Action None required.

716037

Error Message `%FTD-7-716037: Group name User user File Access: User user failed to login into the server server.`

Explanation A user attempted to log in to a server using the CIFS protocol, but was unsuccessful.

Recommended Action Verify that the user entered the correct username and password.

716038

Error Message `%FTD-6-716038: Group group User user IP ip Authentication: successful, Session Type: WebVPN.`

Explanation Before a WebVPN session can start, the user must be authenticated successfully by a local or remote server (for example, RADIUS or TACACS+).

Recommended Action None required.

716039

Error Message `%FTD-6-716039: Authentication: rejected, group = name user = user , Session Type: %s`

Explanation Before a WebVPN session starts, the user must be authenticated successfully by a local or remote server (for example, RADIUS or TACACS+). In this case, the user credentials (username and password) either did not match, or the user does not have permission to start a WebVPN session. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

- **%s**—The session type, which can be either WebVPN or admin

Recommended Action Verify the user credentials on the local or remote server and that WebVPN is configured for the user.

716040

Error Message `%FTD-6-716040: Reboot pending, new sessions disabled. Denied user login.`

Explanation A user was unable to log in to WebVPN because the Secure Firewall Threat Defense device is in the process of rebooting.

- **user**—The session user

Recommended Action None required.

716041

Error Message `%FTD-6-716041: access-list acl_ID action url url hit_cnt count`

Explanation The WebVPN URL named **acl_ID** has been hit **count** times for location **url,** whose **action** is permitted or denied.

- **acl_ID**—The WebVPN URL ACL
- *count* —The number of times the URL was accessed
- *url* —The URL that was accessed
- *action* —The user action

Recommended Action None required.

716042

Error Message `%FTD-6-716042: access-list acl_ID action tcp source_interface /source_address (source_port ) - dest_interface /dest_address (dest_port ) hit-cnt count`

Explanation The WebVPN TCP named **acl_ID** has been hit **count** times for packet received on the source interface **source_interface**/**source_address** and source port **source_port** forwarded to **dest_interface**/**dest_address** destination **dest_port,** whose **action** is permitted or denied.

- *count* —The number of times the ACL was accessed
- *source_interface* —The source interface
- *source_address* —The source IP address
- *source_port* —The source port
- *dest_interface* —The destination interface
- *dest_address* —The destination IP address
- *action* —The user action

Recommended Action None required.

716043

Error Message `%FTD-6-716043 Group group-name , User user-name , IP IP_address : WebVPN Port Forwarding Java applet started. Created new hosts file mappings.`

Explanation The user has launched a TCP port-forwarding applet from a WebVPN session.

- **group-name**—Group name associated with the session
- **user-name**—Username associated with the session
- **IP_address**—Source IP address associated with the session

Recommended Action None required.

716044

Error Message `%FTD-4-716044: Group group-name User user-name IP IP_address AAA parameter param-name value param-value out of range.`

Explanation The given parameter has a bad value.

- **group-name—**The name of the group
- **user-name—**The name of the user
- **IP_address—**The IP address
- **param-name—**The name of the parameter
- **param-value—**The value of the parameter

Recommended Action Modify the configuration to correct the indicated parameter. If the parameter is vlan or nac-settings, verify that it is correctly configured on the AAA server and the Secure Firewall Threat Defense device.

716045

Error Message `%FTD-4-716045: Group group-name User user-name IP IP_address AAA parameter param-name value invalid.`

Explanation The given parameter has a bad value. The value is not shown because it might be very long.

- **group-name—**The name of the group
- **user-name—**The name of the user
- **IP_address—**The IP address
- **param-name—**The name of the parameter

Recommended Action Modify the configuration to correct the indicated parameter.

716046

Error Message `%FTD-4-716046: Group group-name User user-name IP IP_address User ACL access-list-name from AAA doesn't exist on the device, terminating connection.`

Explanation The specified ACL was not found on the Secure Firewall Threat Defense device.

- **group-name—**The name of the group
- **user-name—**The name of the user
- **IP_address—**The IP address
- **access-list-name—**The name of the ACL

Recommended Action Modify the configuration to add the specified ACL or to correct the ACL name.

716047

Error Message `%FTD-4-716047: Group group-name User user-name IP IP_address User ACL access-list-name from AAA ignored, AV-PAIR ACL used instead.`

Explanation The specified ACL was not used because a Cisco AV-PAIR ACL was used.

- **group-name—**The name of the group
- **user-name—**The name of the user
- **IP_address—**The IP address
- **access-list-name—**The name of the ACL

Recommended Action Determine the correct ACL to use and correct the configuration.

716048

Error Message `%FTD-4-716048: Group group-name User user-name IP IP_address No memory to parse ACL.`

Explanation There was not enough memory to parse the ACL.

- **group-name—**The name of the group
- **user-name—**The name of the user
- **IP_address—**The IP address

Recommended Action Purchase more memory, upgrade the Secure Firewall Threat Defense device, or reduce the load on it.

716049

Error Message `%FTD-6-716049: Group group-name User user-name IP IP_address Empty SVC ACL.`

Explanation The ACL to be used by the client was empty.

- **group-name—**The name of the group
- **user-name—**The name of the user
- **IP_address—**The IP address

Recommended Action Determine the correct ACL to use and modify the configuration.

716050

Error Message `%FTD-6-716050: Error adding to ACL: ace_command_line`

Explanation The ACL entry had a syntax error.

- **ace_command_line**—The ACL entry that is causing the error

Recommended Action Correct the downloadable ACL configuration.

716051

Error Message `%FTD-6-716051: Group group-name User user-name IP IP_address Error adding dynamic ACL for user.`

Explanation There is not enough memory to perform the action.

- **group-name—**The name of the group
- **user-name—**The name of the user
- **IP_address—**The IP address

Recommended Action Purchase more memory, upgrade the Secure Firewall Threat Defense device, or reduce the load on it.

716052

Error Message `%FTD-4-716052: Group group-name User user-name IP IP_address Pending session terminated.`

Explanation A user did not complete login and the pending session was terminated. This may be due to an SVC that was unable to connect.

- **group-name—**The name of the group
- **user-name—**The name of the user
- **IP_address—**The IP address

Recommended Action Check the user PC for SVC compatibility.

716053

Error Message `%FTD-5-716053: SAML Server added: name: name Type: SP`

Explanation A SAML IDP server entry has been added to the webvpn configuration.

- **name**—The entityID of the SAML IDP

Recommended Action None required.

716054

Error Message `%FTD-5-716054: SAML Server deleted: name: name Type: SP`

Explanation A SAML IDP server entry has been removed from the webvpn configuration. .

- **name**—The entityID of the SAML IDP

Recommended Action None required.

716055

Error Message `%FTD-6-716055: Group group-name User user-name IP IP_address Authentication to SSO server name: name type type succeeded`

Explanation The WebVPN user has been successfully authenticated to the SSO server.

- **group-name**—The group name
- **user-name**—The username
- **IP_address**—The IP address of the server
- **name**—The name of the server

- **type**—The type of server (the only server type is SiteMinder)

Recommended Action None required.

716056

Error Message `%FTD-3-716056: Group group-name User user-name IP IP_address Authentication to SSO server name: name type type failed reason: reason`

Explanation The WebVPN user failed to authenticate to the SSO server.

- **group-name**—The group name
- **user-name**—The username
- **IP_address**—The IP address of the server
- **name**—The name of the server
- **type**—The type of server (the only server type is SiteMinder)
- **reason**—The reason for the authentication failure

Recommended Action Either the user or the Secure Firewall Threat Defense administrator needs to correct the problem, depending on the reason for the failure.

716057

Error Message `%FTD-3-716057: Group group User user IP ip Session terminated, no type license available.`

Explanation A user has attempted to connect to the Secure Firewall Threat Defense device using a client that is not licensed. This message may also occur if a temporary license has expired.

- *group* —The group policy that the user logged in with
- *user* —The name of the user
- *IP* —The IP address of the user
- *type* —The type of license requested, which can be one of the following:

- AnyConnect Mobile

- LinkSys Phone

- The type of license requested by the client (if other than the AnyConnect Mobile or LinkSys Phone)

- Unknown

Recommended Action A permanent license with the appropriate feature should be purchased and installed.

716058

Error Message `%FTD-6-716058: Group group User user IP ip AnyConnect session lost connection. Waiting to resume.`

Explanation The SSL tunnel was dropped and the AnyConnect session enters the inactive state, which can be caused by a hibernating host, a standby host, or a loss of network connectivity.

- *group* —The tunnel group name associated with the AnyConnect session
- *user* —The name of the user associated with the session
- *ip* —The source IP address of the session

Recommended Action None required.

716059

Error Message `%FTD-6-716059: Group group User user IP ip AnyConnect session resumed. Connection from ip2 .`

Explanation An AnyConnect session resumed from the inactive state.

- *group* —The tunnel group name associated with the AnyConnect session
- *user* —The name of the user associated with the session
- *ip* —The source IP address of the session
- *ip2* —The source IP address of the host on which the session is resumed

Recommended Action None required.

716060

Error Message `%FTD-6-716060: Group group User user IP ip Terminated AnyConnect session in inactive state to accept a new connection. License limit reached.`

Explanation An AnyConnect session in the inactive state was logged out to allow a new incoming SSL VPN (AnyConnect or clientless) connection.

- *group* —The tunnel group name associated with the AnyConnect session
- *user* —The name of the user associated with the session
- *ip* —The source IP address of the session

Recommended Action None required.

716061

Error Message `%FTD-3-716061: Group DfltGrpPolicy User user IP ip addr IPv6 User Filter tempipv6 configured for AnyConnect. This setting has been deprecated, terminating connection`

Explanation The IPv6 VPN filter has been deprecated and if it is configured instead of a unified filter for IPv6 traffic access control, the connection will be terminated.

Recommended Action Configure a unified filter with IPv6 entries to control IPv6 traffic for the user.

716158

Error Message `%FTD-3-716158: Failed to create SAML logout request, initiated by SP. Reason: reason`

Explanation The device was unable to inform the SAML IDP of a user logout because it encountered an error while creating the SAML Logout request. The reasons could be *profile is empty*, *could not create logout object*, and so on.

Recommended Action None

716159

Error Message `%FTD-3-716159: Failed to process SAML logout request, initiated by SP. Reason: reason`

Explanation The device encountered an error while processing a SAML logout request initiated by the IDP. The reasons could be *NameID is invalid*, *could not create logout object*, and so on.

Recommended Action None

716160

Error Message `%FTD-3-716160: Failed to create SAML authentication request. Reason:reason`

Explanation The device was unable to authenticate a user with the SAML IDP because it encountered an error while creating the SAML authn request. The reasons could be *NameIDPolicy is invalid*, *could not create new login instance*, and so on.

Recommended Action None

716162

Error Message `%FTD-3-716162: Failed to consume SAML assertion. Reason: reason`

Explanation The device encountered an error while processing an authentication response from a SAML IDP. The reasons could be *response or assertion is empty*, *could not create new login instance*, *assertion is expired or not valid*, *assertion is empty*, *issuer is empty*, *subject is empty*, *issuer content is empty*, *name_id or content is empty*, and so on.

Recommended Action None

716500

Error Message `%FTD-2-716500: internal error in: function : Fiber library cannot locate AK47 instance`

Explanation The fiber library cannot locate the application kernel layer 4 to 7 instance.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716501

Error Message `%FTD-2-716501: internal error in: function : Fiber library cannot attach AK47 instance`

Explanation The fiber library cannot attach the application kernel layer 4 to 7 instance.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716502

Error Message `%FTD-2-716502: internal error in: function : Fiber library cannot allocate default arena`

Explanation The fiber library cannot allocate the default arena.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716503

Error Message `%FTD-2-716503: internal error in: function : Fiber library cannot allocate fiber descriptors pool`

Explanation The fiber library cannot allocate the fiber descriptors pool.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716504

Error Message `%FTD-2-716504: internal error in: function : Fiber library cannot allocate fiber stacks pool`

Explanation The fiber library cannot allocate the fiber stack pool.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716505

Error Message `%FTD-2-716505: internal error in: function : Fiber has joined fiber in unfinished state`

Explanation The fiber has joined fiber in an unfinished state.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716506

Error Message `%FTD-2-716506: UNICORN_SYSLOGID_JOINED_UNEXPECTED_FIBER`

Explanation An internal fiber library was generated.

Recommended Action Contact the Cisco TAC.

716507

Error Message `%FTD-1-716507: Fiber scheduler has reached unreachable code. Cannot continue, terminating.`

Explanation The Secure Firewall Threat Defense device has experienced an unexpected error and has recovered.

Recommended Action Check for high CPU usage or CPU hogs, and potential memory leaks. If the problem persists, contact the Cisco TAC.

716508

Error Message `%FTD-1-716508: internal error in: function : Fiber scheduler is scheduling rotten fiber. Cannot continuing terminating`

Explanation The fiber scheduler is scheduling rotten fiber, so it cannot continue terminating.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716509

Error Message `%FTD-1-716509:internal error in: function : Fiber scheduler is scheduling alien fiber. Cannot continue terminating`

Explanation The fiber scheduler is scheduling alien fiber, so it cannot continue terminating.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716510

Error Message `%FTD-1-716510:internal error in: function : Fiber scheduler is scheduling finished fiber. Cannot continue terminating`

Explanation The fiber scheduler is scheduling finished fiber, so it cannot continue terminating.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716512

Error Message `%FTD-2-716512:internal error in: function : Fiber has joined fiber waited upon by someone else`

Explanation The fiber has joined fiber that is waited upon by someone else.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716513

Error Message `%FTD-2-716513: internal error in: function : Fiber in callback blocked on other channel`

Explanation The fiber in the callback was blocked on the other channel.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716515

Error Message `%FTD-2-716515:internal error in: function : OCCAM failed to allocate memory for AK47 instance`

Explanation The OCCAM failed to allocate memory for the AK47 instance.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716516

Error Message `%FTD-1-716516: internal error in: function : OCCAM has corrupted ROL array. Cannot continue terminating`

Explanation The OCCAM has a corrupted ROL array, so it cannot continue terminating.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716517

Error Message `%FTD-2-716517: internal error in: function : OCCAM cached block has no associated arena`

Explanation The OCCAM cached block has no associated arena.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716518

Error Message `%FTD-2-716518: internal error in: function : OCCAM pool has no associated arena`

Explanation The OCCAM pool has no associated arena.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716519

Error Message `%FTD-1-716519: internal error in: function : OCCAM has corrupted pool list. Cannot continue terminating`

Explanation The OCCAM has a corrupted pool list, so it cannot continue terminating.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716520

Error Message `%FTD-2-716520:internal error in: function : OCCAM pool has no block list`

Explanation The OCCAM pool has no block list.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716521

Error Message `%FTD-2-716521: internal error in: function : OCCAM no realloc allowed in named pool`

Explanation The OCCAM did not allow reallocation in the named pool.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716522

Error Message `%FTD-2-716522: internal error in: function : OCCAM corrupted standalone block`

Explanation The OCCAM has a corrupted standalone block.

Recommended Action To determine the cause of the problem, contact the Cisco TAC.

716525

Error Message `%FTD-2-716525: UNICORN_SYSLOGID_SAL_CLOSE_PRIVDATA_CHANGED`

Explanation An internal SAL error has occurred.

Recommended Action Contact the Cisco TAC.

716526

Error Message `%FTD-2-716526: UNICORN_SYSLOGID_PERM_STORAGE_SERVER_LOAD_FAIL`

Explanation A failure in the mounting of the permanent storage server directory occurred.

Recommended Action Contact the Cisco TAC.

716527

Error Message `%FTD-2-716527: UNICORN_SYSLOGID_PERM_STORAGE_SERVER_STORE_FAIL`

Explanation A failure in the mounting of the permanent storage file occurred.

Recommended Action Contact the Cisco TAC.

716528

Error Message `%FTD-1-716528: Unexpected fiber scheduler error; possible out-of-memory condition`

Explanation The Secure Firewall Threat Defense device has experienced an unexpected error and has recovered.

Recommended Action Check for high CPU usage or CPU hogs, and potential memory leaks. If the problem persists, contact the Cisco TAC.

716600

Error Message `%FTD-3-716600: Rejected size-recv KB Hostscan data from IP src-ip . Hostscan results exceed default | configured limit of size-conf KB.`

Explanation When the size of the received Hostscan data exceeds the limit configured on the Secure Firewall Threat Defense device, the data is discarded.

- *size-recv* —Size of received Hostscan data in kilobytes
- *src-ip* —Source IP address

- *default | configured* —Keyword specifying whether the value of the Hostscan data limit is the default or configured by the administrator
- *size-conf* —Configured upper limit on the size of the Hostscan data that the Secure Firewall Threat Defense device accepts from clients

Recommended Action Contact Cisco TAC to increase the upper limit on the size of Hostscan data that the Secure Firewall Threat Defense device accepts from clients.

716601

Error Message `%FTD-3-716601: Rejected size-recv KB Hostscan data from IP src-ip . System-wide limit on the amount of Hostscan data stored on FTD exceeds the limit of data-max KB.`

Explanation When the amount of Hostscan data stored on the Secure Firewall Threat Defense device exceeds the limit, new Hostscan results are rejected.

- *size-recv* —Size of received Hostscan data in kilobytes
- *src-ip* —Source IP address
- *data-max* —Limit on the amount of Hostscan results to be stored by the Secure Firewall Threat Defense device in kilobytes

Recommended Action Contact Cisco TAC to change the limit on stored Hostscan data.

716602

Error Message `%FTD-3-716602: Memory allocation error. Rejected size-recv KB Hostscan data from IP src-ip .`

Explanation An error occurred while memory was being allocated for Hostscan data.

- *size-recv* —Size of received Hostscan data in kilobytes
- *src-ip* —Source IP address

Recommended Action Set the Hostscan limit to the default value if it is configured. If the problem persists, contact Cisco TAC.

716603

Error Message `%FTD-7-716603: Received size-recv KB Hostscan data from IP src-ip .`

Explanation The Hostscan data of a specified size was successfully received.

- *size-recv* —Size of received Hostscan data in kilobytes
- *src-ip* —Source IP address

Recommended Action None required.

Messages 717001 to 717064

This section includes messages from 717001 to 717064.

717001

Error Message `%FTD-3-717001: Querying keypair failed.`

Explanation A required keypair was not found during an enrollment request.

Recommended Action Verify that a valid keypair exists in the trustpoint configuration, then resubmit the enrollment request.

717002

Error Message `%FTD-3-717002: Certificate enrollment failed for trustpoint` *`trustpoint_name`*`. Reason:` *`reason_string`* `.`

Explanation An enrollment request for this trustpoint has failed.

- *trustpoint name* —Trustpoint name that the enrollment request was for
- *reason_string* —The reason the enrollment request failed

Recommended Action Check the CA server for the failure reason.

717003

Error Message `%FTD-6-717003: Certificate received from Certificate Authority for trustpoint` *`trustpoint_name`* `.`

Explanation A certificate was successfully received from the CA for this trustpoint.

- *trustpoint_name* —Trustpoint name

Recommended Action None required

717004

Error Message `%FTD-6-717004: PKCS #12 export failed for trustpoint` *`trustpoint_name`* `.`

Explanation The trustpoint failed to export, because of one of the following: only a CA certificate exists, and an identity certificate does not exist for the trustpoint, or a required keypair is missing.

- *trustpoint_name* —Trustpoint name

Recommended Action Make sure that required certificates and keypairs are present for the given trustpoint.

717005

Error Message `%FTD-6-717005: PKCS #12 export succeeded for trustpoint` *`trustpoint_name`* `.`

Explanation The trustpoint was successfully exported.

- *trustpoint_name* —Trustpoint name

Recommended Action None required

717006

Error Message `%FTD-6-717006: PKCS #12 import failed for trustpoint trustpoint_name .`

Explanation Import of the requested trustpoint failed to be processed.

- *trustpoint_name* —Trustpoint name

Recommended Action Verify the integrity of the imported data. Then make sure that the entire pkcs12 record is correctly pasted, and reimport the data.

717007

Error Message `%FTD-6-717007: PKCS #12 import succeeded for trustpoint trustpoint_name .`

Explanation Import of the requested trustpoint was successfully completed.

- *trustpoint_name* —Trustpoint name

Recommended Action None required.

717008

Error Message `%FTD-2-717008: Insufficient memory to process_requiring_memory.`

Explanation An internal error occurred while attempting to allocate memory for the process that reqires memory. Other processes may experience problems allocating memory and prevent further processing.

- **process_requiring_memory**—The specified process that requires memoryr

Recommended Action Collect memory statistics and logs for further debugging and reload the Secure Firewall Threat Defense device.

717009

Error Message `%FTD-3-717009: Certificate validation failed. Reason: reason_string .`

Explanation A certificate validation failed, which might be caused by a validation attempt of a revoked certificate, invalid certificate attributes, or configuration issues.

- *reason_string* —The reason that the certificate validation failed

Recommended Action Make sure the configuration has a valid trustpoint configured for validation if the reason indicates that no suitable trustpoints were found. Check the Secure Firewall Threat Defense device time to ensure that it is accurate relative to the certificate authority time. Check the reason for the failure and correct any issues that are indicated. If certificate validation fails due to the CA key size being too small or a weak crypto being used, you can use the enable weak crypto option for the device in the management center to override these restrictions.

717010

Error Message `%FTD-3-717010: CRL polling failed for trustpoint trustpoint_name .`

Explanation .CRL polling has failed and may cause connections to be denied if CRL checking is required.

- **trustpoint_name**—The name of the trustpoint that requested the CRL

Recommended Action Verify that connectivity exists with the configured CRL distribution point and make sure that manual CRL retrieval also functions correctly.

717011

Error Message `%FTD-2-717011: Unexpected event event event_ID`

Explanation An event that is not expected under normal conditions has occurred.

Recommended Action If the problem persists, contact the Cisco TAC.

717012

Error Message `%FTD-3-717012: Failed to refresh CRL cache entry from the server for trustpoint trustpoint_name at time_of_failure`

Explanation An attempt to refresh a cached CRL entry has failed for the specified trustpoint at the indicated time of failure. This may result in obsolete CRLs on the Secure Firewall Threat Defense device, which may cause connections that require a valid CRL to be denied.

- **trustpoint_name**—The name of the trustpoint
- *time_of_failure* —The time of failure

Recommended Action Check connectivity issues to the server, such as a downed network or server. Try to retrieve the CRL manually using the **crypto ca crl retrieve** command.

717013

Error Message `%FTD-5-717013: Removing a cached CRL to accommodate an incoming CRL. Issuer: issuer`

Explanation When the device is configured to authenticate IPsec tunnels using digital certificates, CRLs may be cached in memory to avoid requiring a CRL download during each connection. If the cache fills to the point where an incoming CRL cannot be accommodated, older CRLs will be removed until the required space is made available. This message is generated for each purged CRL.

- **issuer**—The name of the device that removes cached CRLs

Recommended Action None required.

717014

Error Message `%FTD-5-717014: Unable to cache a CRL received from CDP due to size limitations (CRL size = size , available cache space = space )`

Explanation When the device is configured to authenticate IPsec tunnels using digital certificates, CRLs may be cached in memory to avoid requiring a CRL download during each connection. This message is generated if a received CRL is too large to fit in the cache. Large CRLs are still supported even though they are not cached. This means that the CRL will be downloaded with each IPsec connection, which may affect performance during IPsec connection bursts.

Recommended Action None required.

717015

Error Message `%FTD-3-717015: CRL received from issuer is too large to process (CRL size = crl_size , maximum CRL size = max_crl_size )`

Explanation An IPsec connection caused a CRL that is larger than the maximum permitted CRL size to be downloaded. This error condition causes the connection to fail. This message is rate limited to one message every 10 seconds.

Recommended Action Scalability is perhaps the most significant drawback to the CRL method of revocation checking. To solve this problem, the only options are to investigate a CA-based solution to reduce the CRL size or configure the Secure Firewall Threat Defense device not to require CRL validation.

717016

Error Message `%FTD-6-717016: Removing expired CRL from the CRL cache. Issuer: issuer`

Explanation When the Secure Firewall Threat Defense device is configured to authenticate IPsec tunnels using digital certificates, CRLs may be cached in memory to avoid requiring a CRL download during each connection. This message is generated when either the CA specified expiration time or the configured cache time has lapsed and the CRL is removed from the cache.

Recommended Action None required.

717017

Error Message `%FTD-3-717017: Failed to query CA certificate for trustpoint trustpoint_name from enrollment_url`

Explanation An error occurred when an attempt was made to authenticate a trustpoint by requesting a CA certificate from a certificate authority.

Recommended Action Make sure that an enrollment URL is configured with this trustpoint, ensure connectivity with the CA server, then retry the request.

717018

Error Message `%FTD-3-717018: CRL received from issuer has too many entries to process (number of entries = number_of_entries , maximum number allowed = max_allowed )`

Explanation An IPsec connection caused a CRL that includes more revocation entries than can be supported to be downloaded. This is an error condition that will cause the connection to fail. This message is rate limited to one message every 10 seconds.

- **issuer**—The X.500 name of the CRLs issuer
- **number_of_entries**—The number of revocation entries in the received CRL
- **max_allowed**—The maximum number of CRL entries that the Secure Firewall Threat Defense device supports

Recommended Action Scalability is perhaps the most significant drawback to the CRL method of revocation checking. The only options to solve this problem are to investigate a CA-based solution to reduce the CRL size or configure the Secure Firewall Threat Defense device not to require CRL validation.

717019

Error Message `%FTD-3-717019: Failed to insert CRL for trustpoint trustpoint_name . Reason: failure_reason .`

Explanation A CRL is retrieved, but found to be invalid and cannot be inserted into the cache because of the **failure_reason**.

- **trustpoint_name**—The name of the trustpoint that requested the CRL
- **failure_reason**—The reason that the CRL failed to be inserted into cache

Recommended Action Make sure that the current Secure Firewall Threat Defense device time is correct relative to the CA time. If the NextUpdate field is missing, configure the trustpoint to ignore the NextUpdate field.

717020

Error Message `%FTD-3-717020: Failed to install device certificate for trustpoint label . Reason: reason string .`

Explanation A failure occurred while trying to enroll or import an enrolled certificate into a trustpoint.

- *label* —Label of the trustpoint that failed to install the enrolled Secure Firewall Threat Defense certificate
- *reason_string* —The reason that the certificate cannot be verified

Recommended Action Use the failure reason to remedy the cause of failure and retry the enrollment. Common failures are due to invalid certificates being imported into the Secure Firewall Threat Defense device or a mismatch of the public key included in the enrolled certificate with the keypair referenced in the trustpoint.

717021

Error Message `%FTD-3-717021: Certificate data could not be verified. Locate Reason: reason_string serial number: serial number , subject name: subject name , key length key length bits.`

Explanation An attempt to verify the certificate that is identified by the serial number and subject name was unsuccessful for the specified reason. When verifying certificate data using the signature, several errors can occur that should be logged, including invalid key types and unsupported key size.

- *reason_string* —The reason that the certificate cannot be verified
- *serial number* —Serial number of the certificate that is being verified
- *subject name* —Subject name included in the certificate that is being verified
- *key length* —The number of bits in the key used to sign this certificate

Recommended Action Check the specified certificate to ensure that it is valid, that it includes a valid key type, and that it does not exceed the maximum supported key size.

717022

Error Message `%FTD-6-717022: Certificate was successfully validated. certificate_identifiers`

Explanation The identified certificate was successfully validated.

- *certificate_identifiers* —Information to identify the certificate that was validated successfully, which might include a reason, serial number, subject name, and additional information

Recommended Action None required.

717023

Error Message `%FTD-3-717023: SSL failed to set device certificate for trustpoint trustpoint name . Reason: reason_string .`

Explanation A failure occurred while trying to set an Secure Firewall Threat Defense certificate for the given trustpoint for authenticating the SSL connection.

- *trustpoint name* —Name of the trustpoint for which SSL failed to set an Secure Firewall Threat Defense certificate
- *reason_string* —Reason indicating why the Secure Firewall Threat Defense certificate cannot be set

Recommended Action Resolve the issue indicated by the reason reported for the failure by doing the following:

- Make sure that the specified trustpoint is enrolled and has an Secure Firewall Threat Defense certificate.
- Make sure the Secure Firewall Threat Defense certificate is valid.
- Reenroll the trustpoint, if required.

717024

Error Message `%FTD-7-717024: Checking CRL from trustpoint: trustpoint name for purpose`

Explanation A CRL is being retrieved.

- *trustpoint name* —Name of the trustpoint for which the CRL is being retrieved
- *purpose* —Reason that the CRL is being retrieved

Recommended Action None required.

717025

Error Message `%FTD-7-717025: Validating certificate chain containing number of certs certificate(s).`

Explanation A certificate chain is being validated.

- >*number of certs*— Number of certificates in the chain

Recommended Action None required.

717026

Error Message `%FTD-4-717026: Name lookup failed for hostname hostname during PKI operation.`

Explanation The given hostname cannot be resolved while attempting a PKI operation.

- >*hostname* —The hostname that failed to resolve

Recommended Action Check the configuration and the DNS server entries for the given hostname to make sure that it can be resolved. Then retry the operation.

717027

Error Message `%FTD-3-717027: Certificate chain failed validation. reason_string .`

Explanation A certificate chain cannot be validated.

- *reason_string*—Reason for the failure to validate the certificate chain. The reasons could be non reacheability of a CA server, trustpoint not being available, the validity period for the certificate identity has elapsed, or when the certificate is revoked.

Recommended Action Resolve the issue noted by the reason and retry the validation attempt by performing any of the following actions:

- Make sure that connectivity to a CA is available if CRL checking is required.
- Make sure that a trustpoint is authenticated and available for validation.
- Make sure that the identity certificate within the chain is valid based on the validity dates.
- Make sure that the certificate is not revoked.

717028

Error Message `%FTD-6-717028: Certificate chain was successfully validated additional info .`

Explanation A certificate chain was successfully validated.

- >*additional info* —More information for how the certificate chain was validated (for example, “with warning” indicates that a CRL check was not performed)

Recommended Action None required.

717029

Error Message `%FTD-7-717029: Identified client certificate within certificate chain. serial number: serial_number , subject name: subject_name .`

Explanation The certificate specified as the client certificate is identified.

- **serial_number**—Serial number of the certificate that is identified as the client certificate
- **subject_name**—Subject name included in the certificate that is identified as the client certificate

Recommended Action None required.

717030

Error Message `%FTD-7-717030: Found a suitable trustpoint trustpoint name to validate certificate.`

Explanation A suitable or usable trustpoint is found that can be used to validate the certificate.

- *trustpoint name* —Trustpoint that will be used to validate the certificate

Recommended Action None required.

717031

Error Message `%FTD-4-717031: Failed to find a suitable trustpoint for the issuer: issuer Reason: reason_string`

Explanation A usable trustpoint cannot be found. During certificate validation, a suitable trustpoint must be available in order to validate a certificate.

- >*issuer* —Issuer of the certificate that was being validated
- *reason_string* —The reason that a suitable trustpoint cannot be found

Recommended Action Resolve the issue indicated in the reason by checking the configuration to make sure that a trustpoint is configured, authenticated, and enrolled. Also make sure that the configuration allows for specific types of certificates, such as identity certificates.

717032

Error Message `%FTD-3-717032: OCSP status check failed. Reason: reason_string`

Explanation When the OCSP status check fails, this message is generated with the reason for the failure. The following list mentions the failure reasons:

- HTTP transaction failed for OCSP request.
- Invalid OCSP Response Status - unauthorized.
- Failed OCSP response processing.
- Failed to query an OCSP response from the server
- Failed to parse HTTP OCSP response from the server
- Invalid revocation status, server returned status: unknown
- Invalid OCSP response type
- Nonce missing in OCSP response
- NONCE mismatch
- Failed to verify OCSP response
- Validity period of OCSP response invalid
- Certificate is revoked
- CRL check for OCSP responder cert failed

Recommended Action None.

717033

Error Message `%FTD-6-717033: OCSP response status - Successful.`

Explanation An OCSP status check response was received successfully.

Recommended Action None required.

717034

Error Message `%FTD-7-717034: No-check extension found in certificate. OCSP check bypassed.`

Explanation An OCSP responder certificate was received that includes an "id-pkix-ocsp-nocheck" extension, which allows this certificate to be validated without an OCSP status check.

Recommended Action None required.

717035

Error Message `%FTD-4-717035: OCSP status is being checked for certificate. certificate_identifier.`

Explanation The certificate for which an OCSP status check occurs is identified.

- *certificate_identifier* —Information that identifies the certificate being processed by the certificate map rules

Recommended Action None required.

717036

Error Message `%FTD-7-717036: Looking for a tunnel group match based on certificate maps for peer certificate with certificate_identifier .`

Explanation The peer certificate identified by the certificate identifier is being processed through the configured certificate maps to attempt a possible tunnel group match.

- *certificate_identifier* —Information that identifies the certificate being processed by the certificate map rules

Recommended Action None required.

717037

Error Message `%FTD-4-717037: Tunnel group search using certificate maps failed for peer certificate: certificate_identifier .`

Explanation The peer certificate identified by the certificate identifier was processed through the configured certificate maps to attempt a possible tunnel group match, but no match can be found.

- *certificate_identifier* —Information that identifies the certificate being processed by the certificate map rules

Recommended Action Make sure that the warning is expected based on the received peer certificate and the configured crypto CA certificate map rules.

717038

Error Message `%FTD-7-717038: Tunnel group match found. Tunnel Group: tunnel_group_name , Peer certificate: certificate_identifier .`

Explanation The peer certificate identified by the certificate identifier was processed by the configured certificate maps, and a match was found to the tunnel group.

- *certificate_identifier* —Information that identifies the certificate being processed by the certificate map rules
- *tunnel_group_name* —The name of the tunnel group matched by the certificate map rules

Recommended Action None required.

717050

Error Message `%FTD-5-717050: SCEP Proxy: Processed request type type from IP client ip address , User username , TunnelGroup tunnel_group name , GroupPolicy group-policy name to CA IP ca ip address`

Explanation The SCEP proxy received a message and relayed it to the CA. The response from the CA is relayed back to the client.

- *type* —The request type string that is received by the SCEP proxy, which can be one of the following SCEP message types: PKIOperation, GetCACaps, GetCACert, GetNextCACert, and GetCACertChain.
- *client ip address* —The source IP address of the request received
- *username* —The username that is associated with the VPN session in which the SCEP request is received
- *tunnel-group name* —The tunnel group that is associated with the VPN session in which the SCEP request is received
- *group-policy name* —The group policy that is associated with the VPN session in which the SCEP request is received
- *ca ip address* —The IP address of the CA that is configured in the group policy

Recommended Action None required.

717051

Error Message `%FTD-3-717051: SCEP Proxy: Denied processing the request type type received from IP client ip address , User username , TunnelGroup tunnel group name , GroupPolicy group policy name to CA ca ip address . Reason: msg`

Explanation The SCEP proxy denied processing of the request, which may be caused by a misconfiguration, an error condition in the proxy, or an invalid request.

- *type* —The request type string that is received by the SCEP proxy, which can be one of the following SCEP message types: PKIOperation, GetCACaps, GetCACert, GetNextCACert, and GetCACertChain.
- *client ip address* —The source IP address of the request received
- *username* —The username that is associated with the VPN session in which the SCEP request is received
- *tunnel-group name* —The tunnel group that is associated with the VPN session in which the SCEP request is received
- *group-policy name* —The group policy that is associated with the VPN session in which the SCEP request is received
- *ca ip address* —The IP address of the CA that is configured in the group policy
- **msg**—The reason string that explains the reason or error for why the request processing is denied

Recommended Action Identify the cause from the reason printed. If the reason indicates that the request is invalid, check the CA URL configuration. Otherwise, confirm that the tunnel group is enabled for SCEP enrollment and debug further by using the **debug crypto ca scep-proxy** command.

717052

Error Message `%FTD-4-717052: Group group name User user name IP IP Address Session disconnected due to periodic certificate authentication failure. Subject Name id subject name Issuer Name id issuer name Serial Number id serial number`

Explanation Periodic certificate authentication failed, and the session was disconnected.

- *group name* —The name of the group policy to which the session belongs
- *user name* —The username of the session
- *IP* —The public IP address of the session
- *id subject name* —The subject name in the ID certificate of the session
- *id issuer name* —The issuer name in the ID certificate of the session
- *id serial number* —The serial number in the ID certificate of the session

Recommended Action None required.

717053

SSP-whole topic

Error Message `%FTD-5-717053: Group group name User user name IP IP Address Periodic certificate authentication succeeded. Subject Name id subject name Issuer Name id issuer name Serial Number id serial number`

Explanation Periodic certificate authentication succeeded.

- *group name* —The name of the group policy to which the session belongs
- *user name* —The username of the session
- *id subject name* —The subject name in the ID certificate of the session
- *id issuer name* —The issuer name in the ID certificate of the session
- *id serial number* —The serial number in the ID certificate of the session

Recommended Action None required.

717054

SSP-whole topic

Error Message `%FTD-1-717054: The type certificate in the trustpoint tp name is due to expire in number days. Expiration date and time Subject Name subject name Issuer Name issuer name Serial Number serial number`

Explanation The specified certificate in the trustpoint is about to expire.

- *type* —The type of certificate: CA or ID
- *tp name* —The name of the trustpoint to which the certificate belongs
- *number* —The number of days until expiration
- *date and time* : The expiration date and time
- *subject name* —The subject name in the certificate
- *issuer name* —The issuer name in the certificate
- *serial number* —The serial number in the certificate

Recommended Action Renew the certificate.

717055

Error Message `%FTD-1-717055: The type certificate in the trustpoint tp name has expired. Expiration date and time Subject Name subject name Issuer Name issuer name Serial Number serial number`

Explanation The specified certificate in the trustpoint has expired.

- *type* —The type of certificate: CA or ID
- *tp name* —The name of the trustpoint to which the certificate belongs
- *date and time* : The expiration date and time
- *subject name* —The subject name in the certificate
- *issuer name* —The issuer name in the certificate
- *serial number* —The serial number in the certificate

Recommended Action Renew the certificate.

717056

Only heading title SSP

Error Message `%FTD-6-717056: Attempting type revocation check from Src Interface :Src IP /Src Port to Dst IP /Dst Port using protocol`

Explanation The CA was attempting to download a CRL or send an OCSP revocation check request.

- *type* —Type of revocation check, which can be OCSP or CRL
- *Src Interface* —Name of the interface from which the revocation checking is being done
- *Src IP* —IP address from which the revocation checking is being done
- *Src Port* —Port number from which the revocation checking is being done
- *Dst IP* —IP address of the server to which the revocation checking request is being sent
- *Dst Port* —Port number of the server to which the revocation checking request is being sent
- *Protocol* —Protocol being used for revocation checking, which can be HTTP, LDAP, or SCEP

Recommended Action None required.

717057

Error Message `%FTD-3-717057: Automatic import of trustpool certificate bundle has failed. < Maximum retry attempts reached. Failed to reach CA server> | <Cisco root bundle signature validation failed> | <Failed to update trustpool bundle in flash> | <Failed to install trustpool bundle in memory>`

Explanation This syslog is generated with one of these error messages. This syslog is meant to update the user with results of the auto import operation and steer them towards the right debug messages especially in cases of failure. Details of each error are present in the debug output.

Recommended Action Verify CA accessibility and make space on flash CA root certificate.

717058

Error Message `%FTD-6-717058: Automatic import of trustpool certificate bundle is successful: <No change in trustpool bundle> | <Trustpool updated in flash>.`

Explanation This syslog is generated with one of these success messages. This syslog is meant to update the user with results of the auto import operation and steer them towards the right debug messages, especially in cases of failure. Details of each error are present in the debug output.

Recommended Action None.

717059

Error Message `%FTD-6-717059: Peer certificate with serial number: <serial>, subject: <subject_name>, issuer: <issuer_name> matched the configured certificate map <map_name>`

Explanation This log is generated when an ASDM connection is authenticated via certificates and allowed based on the configured certificate map rules.

Recommended Action None required.

717060

Error Message `%FTD-3-717060: Peer certificate with serial number: <serial>, subject: <subject_name>, issuer: <issuer_name> failed to match the configured certificate map <map_name>`

Explanation This log is generated when an ASDM connection is authenticated via certificates and not allowed based on the configured certificate map rules.

Recommended Action If the peer certificate referenced in the log is supposed to be allowed, check certificate map configuration for the referenced map_name and correct the map to allow the connection as needed.

717061

SSP-only heading title

Error Message `%FTD-5-717061: Starting` *`protocol certificate enrollment for the trustpoint tpname`* `with the CA` *`ca_name.`* `Request Type type Mode` *`mode`*

Explanation A CMP enrollment request has been triggered.

- *tpname* —Name of the trustpoint being enrolled
- *ca* —CA hostname or IP address as provided in the CMP configuration
- *type* —CMP request type: Initialization Request, Certification Request, and Key Update Request
- *mode* —Enrollment trigger: Manual or Automatic
- *protocol* —Enrollment protocol: CMP

Recommended Action None required.

717062

Error Message `%FTD-5-717062: protocol Certificate enrollment succeeded for the trustpoint tpname with the CA ca. Received a new certificate with Subject Name subject Issuer Name issuer Serial Number serial`

Explanation CMP enrollment request succeeded. New certificate received.

- *tpname* —Name of the trustpoint being enrolled
- *ca* —CA hostname or IP address as provided in the CMP configuration
- *subject* —Subject Name from the received certificate
- *issuer* —Issuer Name from the received certificate
- serial—Serial Number from the received certificate
- *protocol* —Enrollment protocol: CMP

Recommended Action None required.

717063

SSP Only heading title

Error Message `%FTD-3-717063: protocol Certificate enrollment failed for the trustpoint tpname with the CA ca`

Explanation CMP enrollment request failed.

- *tpname* —Name of the trustpoint being enrolled
- *ca* —CA hostname or IP address as provided in the CMP configuration
- *protocol* —Enrollment protocol: CMP

Recommended Action Use the CMP debug traces to fix the enrollment failure.

717064

SSP - only heading

Error Message `%FTD-5-717064: Keypair keyname in the trustpoint tpname is regenerated for mode protocol certificate renewal`

Explanation The keypair in the trustpoint is regenerated for certificate enrollment using CMP.

- *tpname* —Name of the trustpoint being enrolled
- *keyname* —Name of the keypair in the trustpoint
- mode—Enrollment trigger: Manual or Automatic
- *protocol* —Enrollment protocol: CMP

Recommended Action None required.

Messages 718001 to 719026

This section includes messages from 718001 to 719026.

718001

Error Message `%FTD-7-718001: Internal interprocess communication queue send failure: code error_code`

Explanation An internal software error has occurred while attempting to enqueue a message on the VPN load balancing queue.

Recommended Action This is generally a benign condition. If the problem persists, contact the Cisco TAC.

718002

Error Message `%FTD-5-718002: Create peer IP_address failure, already at maximum of number_of_peers`

Explanation The maximum number of load-balancing peers has been exceeded. The new peer is ignored.

Recommended Action Check your load balancing and network configuration to ensure that the number of load-balancing peers does not exceed the maximum allowed.

718003

Error Message `%FTD-6-718003: Got unknown peer message message_number from IP_address , local version version_number , remote version version_number`

Explanation An unrecognized load-balancing message was received from one of the load-balancing peers. This may indicate a version mismatch between peers, but is most likely caused by an internal software error.

Recommended Action Verify that all load-balancing peers are compatible. If they are and this condition persists or is linked to undesirable behavior, contact the Cisco TAC.

718004

Error Message `%FTD-6-718004: Got unknown internal message message_number`

Explanation An internal software error occurred.

Recommended Action This is generally a benign condition. If the problem persists, contact the Cisco TAC.

718005

Error Message `%FTD-5-718005: Fail to send to IP_address , port port`

Explanation An internal software error occurred during packet transmission on the load-balancing socket. This mght indicate a network problem.

Recommended Action Check the network-based configuration on the Secure Firewall Threat Defense device and verify that interfaces are active and protocol data is flowing through the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

718006

Error Message `%FTD-5-718006: Invalid load balancing state transition [cur=`*`state_number`*`][event=`*`event_number`*`]`

Explanation A state machine error has occurred. This might indicate an internal software error.

Recommended Action This is generally a benign condition. If the problem persists, contact the Cisco TAC.

718007

Error Message `%FTD-5-718007: Socket open failure [`*`failure_code`*`]:`*`failure_text`*

Explanation An error occurred when the load-balancing socket tried to open. This might indicate a network problem or an internal software error.

Recommended Action Check the network-based configuration on the Secure Firewall Threat Defense device and verify that interfaces are active and protocol data is flowing through the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

718008

Error Message `%FTD-5-718008: Socket bind failure [`*`failure_code`*`]:`*`failure_text`*

Explanation An error occurred when the Secure Firewall Threat Defense device tried to bind to the load-balancing socket. This might indicate a network problem or an internal software error.

Recommended Action Check the network-based configuration on the Secure Firewall Threat Defense device and verify that interfaces are active and protocol data is flowing through the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

718009

Error Message `%FTD-5-718009: Send HELLO response failure to `*`IP_address`*

Explanation An error occurred when the Secure Firewall Threat Defense device tried to send a hello response message to one of the load-balancing peers. This might indicate a network problem or an internal software error.

Recommended Action Check the network-based configuration on the Secure Firewall Threat Defense device and verify that interfaces are active and protocol data is flowing through the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

718010

Error Message `%FTD-5-718010: Sent HELLO response to `*`IP_address`*

Explanation The Secure Firewall Threat Defense device transmitted a hello response message to a load-balancing peer.

Recommended Action None required.

718011

Error Message `%FTD-5-718011: Send HELLO request failure to IP_address`

Explanation An error occurred when the Secure Firewall Threat Defense device tried to send a hello request message to one of the load-balancing peers. This may indicate a network problem or an internal software error.

Recommended Action Check the network-based configuration on the Secure Firewall Threat Defense device and verify that interfaces are active and protocol data is flowing through the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

718012

Error Message `%FTD-5-718012: Sent HELLO request to IP_address`

Explanation The Secure Firewall Threat Defense device transmitted a hello request message to a load-balancing peer.

Recommended Action None required.

718013

Error Message `%FTD-6-718013: Peer IP_address is not answering HELLO`

Explanation The load-balancing peer is not answering a hello request message.

Recommended Action Check the status of the load-balancing SSF peer and the network connections.

718014

Error Message `%FTD-5-718014: Master peer IP_address is not answering HELLO`

Explanation The load balancing director peer is not answering the hello request message.

Recommended Action Check the status of the load balancing SSF director peer and the network connections.

718015

Error Message `%FTD-5-718015: Received HELLO request from IP_address`

Explanation The Secure Firewall Threat Defense device received a hello request message from the load balancing peer.

Recommended Action None required.

718016

Error Message `%FTD-5-718016: Received HELLO response from IP_address`

Explanation The Secure Firewall Threat Defense device received a Hello Response packet from a load balancing peer.

Recommended Action None required.

718017

Error Message `%FTD-7-718017: Got timeout for unknown peer IP_address msg type message_type`

Explanation The Secure Firewall Threat Defense device processed a timeout for an unknown peer. The message was ignored because the peer may have already been removed from the active list.

Recommended Action If the message persists or is linked to undesirable behavior, check the load balancing peers and verify that all are configured correctly.

718018

Error Message `%FTD-7-718018: Send KEEPALIVE request failure to IP_address`

Explanation An error has occurred while attempting to send a Keepalive Request message to one of the load balancing peers. This t indicate a network problem or an internal software error.

Recommended Action Check the network-based configuration on the Secure Firewall Threat Defense device and verify that interfaces are active and protocol data is flowing through the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

718019

Error Message `%FTD-7-718019: Sent KEEPALIVE request to IP_address`

Explanation The Secure Firewall Threat Defense device transmitted a Keepalive Request message to a load balancing peer.

Recommended Action None required.

718020

Error Message `%FTD-7-718020: Send KEEPALIVE response failure to IP_address`

Explanation An error has occurred while attempting to send a Keepalive Response message to one of the load balancing peers. This may indicate a network problem or an internal software error.

Recommended Action Check the network-based configuration on the Secure Firewall Threat Defense device and verify that interfaces are active and protocol data is flowing through the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

718021

Error Message `%FTD-7-718021: Sent KEEPALIVE response to IP_address`

Explanation The Secure Firewall Threat Defense device transmitted a Keepalive Response message to a load balancing peer.

Recommended Action None required.

718022

Error Message `%FTD-7-718022: Received KEEPALIVE request from IP_address`

Explanation The Secure Firewall Threat Defense device received a Keepalive Request message from a load balancing peer.

Recommended Action None required.

718023

Error Message `%FTD-7-718023: Received KEEPALIVE response from IP_address`

Explanation The Secure Firewall Threat Defense device received a Keepalive Response message from a load balancing peer.

Recommended Action None required.

718024

Error Message `%FTD-5-718024: Send CFG UPDATE failure to IP_address`

Explanation An error has occurred while attempting to send a Configuration Update message to one of the load balancing peers. This might indicate a network problem or an internal software error.

Recommended Action Check the network-based configuration on the Secure Firewall Threat Defense device and verify that interfaces are active and protocol data is flowing through the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

718025

Error Message `%FTD-7-718025: Sent CFG UPDATE to IP_address`

Explanation The Secure Firewall Threat Defense device transmitted a Configuration Update message to a load balancing peer.

Recommended Action None required.

718026

Error Message `%FTD-7-718026: Received CFG UPDATE from IP_address`

Explanation The Secure Firewall Threat Defense device received a Configuration Update message from a load balancing peer.

Recommended Action None required.

718027

Error Message `%FTD-6-718027: Received unexpected KEEPALIVE request from IP_address`

Explanation The Secure Firewall Threat Defense device received an unexpected Keepalive request message from a load balancing peer.

Recommended Action If the problem persists or is linked with undesirable behavior, verify that all load balancing peers are configured and discovered correctly.

718028

Error Message `%FTD-5-718028: Send OOS indicator failure to IP_address`

Explanation An error has occurred while attempting to send an OOS indicator message to one of the load balancing peers. This might indicate a network problem or an internal software error.

Recommended Action Check the network-based configuration on the Secure Firewall Threat Defense device and verify that interfaces are active and protocol data is flowing through the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

718029

Error Message `%FTD-7-718029: Sent OOS indicator to IP_address`

Explanation The Secure Firewall Threat Defense device transmitted an OOS indicator message to a load balancing peer.

Recommended Action None required.

718030

Error Message `%FTD-6-718030: Received planned OOS from IP_address`

Explanation The Secure Firewall Threat Defense device received a planned OOS message from a load balancing peer.

Recommended Action None required.

718031

Error Message `%FTD-5-718031: Received OOS obituary for IP_address`

Explanation The Secure Firewall Threat Defense device received an OOS obituary message from a load balancing peer.

Recommended Action None required.

718032

Error Message `%FTD-5-718032: Received OOS indicator from IP_address`

Explanation The Secure Firewall Threat Defense device received an OOS indicator message from a load balancing peer.

Recommended Action None required.

718033

Error Message `%FTD-5-718033: Send TOPOLOGY indicator failure to IP_address`

Explanation An error has occurred while attempting to send a Topology indicator message to one of the load balancing peers. This might indicate a network problem or an internal software error.

Recommended Action Check the network-based configuration on the Secure Firewall Threat Defense device. Verify that interfaces are active, and protocol data is flowing through the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

718034

Error Message `%FTD-7-718034: Sent TOPOLOGY indicator to IP_address`

Explanation The Secure Firewall Threat Defense device sent a Topology indicator message to a load balancing peer.

Recommended Action None required.

718035

Error Message `%FTD-7-718035: Received TOPOLOGY indicator from IP_address`

Explanation The Secure Firewall Threat Defense device received a Topology indicator message from a load balancing peer.

Recommended Action None required.

718036

Error Message `%FTD-7-718036: Process timeout for req-type type_value , exid exchange_ID , peer IP_address`

Explanation The Secure Firewall Threat Defense device processed a peer timeout.

Recommended Action Verify that the peer should have been timed out. If not, check the load balancing peer configuration and the network connection between the peer and the Secure Firewall Threat Defense device.

718037

Error Message `%FTD-6-718037: Master processed number_of_timeouts timeouts`

Explanation The Secure Firewall Threat Defense device in the director role processed the specified number of peer timeouts.

Recommended Action Verify that the timeouts are legitimate. If not, check the peer load balancing configuration and the network connection between the peer and the Secure Firewall Threat Defense device.

718038

Error Message `%FTD-6-718038: Slave processed number_of_timeouts timeouts`

Explanation The Secure Firewall Threat Defense device in the member role processed the specified number of peer timeouts.

Recommended Action Verify that the timeouts are legitimate. If not, check the peer load balancing configuration and the network connection between the peer and the Secure Firewall Threat Defense device.

718039

Error Message `%FTD-6-718039: Process dead peer IP_address`

Explanation The Secure Firewall Threat Defense device has detected a dead peer.

Recommended Action Verify that the dead peer detection is legitimate. If not, check the peer load balancing configuration and the network connection between the peer and the Secure Firewall Threat Defense device.

718040

Error Message `%FTD-6-718040: Timed-out exchange ID exchange_ID not found`

Explanation The Secure Firewall Threat Defense device has detected a dead peer, but the exchange ID is not recognized.

Recommended Action None required.

718041

Error Message `%FTD-7-718041: Timeout [msgType=type ] processed with no callback`

Explanation The Secure Firewall Threat Defense device has detected a dead peer, but a call back was not used in the processing.

Recommended Action None required.

718042

Error Message `%FTD-5-718042: Unable to ARP for IP_address`

Explanation The Secure Firewall Threat Defense device experienced an ARP failure when attempting to contact a peer.

Recommended Action Verify that the network is operational and that all peers can communicate with each other.

718043

Error Message `%FTD-5-718043: Updating/removing duplicate peer entry IP_address`

Explanation The Secure Firewall Threat Defense device found and is removing a duplicate peer entry.

Recommended Action None required.

718044

Error Message `%FTD-5-718044: Deleted peer IP_address`

Explanation The Secure Firewall Threat Defense device is deleting a load balancing peer.

Recommended Action None required.

718045

Error Message `%FTD-5-718045: Created peer IP_address`

Explanation The Secure Firewall Threat Defense device has detected a load balancing peer.

Recommended Action None required.

718046

Error Message `%FTD-7-718046: Create group policy policy_name`

Explanation The Secure Firewall Threat Defense device has created a group policy to securely communicate with the load balancing peers.

Recommended Action None required.

718047

Error Message `%FTD-7-718047: Fail to create group policy policy_name`

Explanation The Secure Firewall Threat Defense device experienced a failure when attempting to create a group policy for securing the communication between load balancing peers.

Recommended Action Verify that the load balancing configuration is correct.

718048

Error Message `%FTD-5-718048: Create of secure tunnel failure for peer IP_address`

Explanation The Secure Firewall Threat Defense device experienced a failure when attempting to establish an IPsec tunnel to a load balancing peer.

Recommended Action Verify that the load balancing configuration is correct and that the network is operational.

718049

Error Message `%FTD-7-718049: Created secure tunnel to peer IP_address`

Explanation The Secure Firewall Threat Defense device successfully established an IPsec tunnel to a load balancing peer.

Recommended Action None required.

718050

Error Message `%FTD-5-718050: Delete of secure tunnel failure for peer IP_address`

Explanation The Secure Firewall Threat Defense device experienced a failure when attempting to terminate an IPsec tunnel to a load balancing peer.

Recommended Action Verify that the load balancing configuration is correct and that the network is operational.

718051

Error Message `%FTD-6-718051: Deleted secure tunnel to peer IP_address`

Explanation The Secure Firewall Threat Defense device successfully terminated an IPsec tunnel to a load balancing peer.

Recommended Action None required.

718052

Error Message `%FTD-5-718052: Received GRAT-ARP from duplicate master MAC_address`

Explanation The Secure Firewall Threat Defense device received a gratuitous ARP from a duplicate director.

Recommended Action Check the load balancing configuration and verify that the network is operational.

718053

Error Message `%FTD-5-718053: Detected duplicate master, mastership stolen MAC_address`

Explanation The Secure Firewall Threat Defense device detected a duplicate director and a stolen director.

Recommended Action Check the load balancing configuration and verify that the network is operational.

718054

Error Message `%FTD-5-718054: Detected duplicate master MAC_address and going to SLAVE`

Explanation The Secure Firewall Threat Defense device detected a duplicate director and is switching to member mode.

Recommended Action Check the load balancing configuration and verify that the network is operational.

718055

Error Message `%FTD-5-718055: Detected duplicate master MAC_address and staying MASTER`

Explanation The Secure Firewall Threat Defense device detected a duplicate director and is staying in member mode.

Recommended Action Check the load balancing configuration and verify that the network is operational.

718056

Error Message `%FTD-7-718056: Deleted Master peer, IP IP_address`

Explanation The Secure Firewall Threat Defense device deleted the load balancing director from its internal tables.

Recommended Action None required.

718057

Error Message `%FTD-5-718057: Queue send failure from ISR, msg type failure_code`

Explanation An internal software error has occurred while attempting to enqueue a message on the VPN load balancing queue from an Interrupt Service Routing.

Recommended Action This is generally a benign condition. If the problem persists, contact the Cisco TAC.

718058

Error Message `%FTD-7-718058: State machine return code: action_routine , return_code`

Explanation The return codes of action routines belonging to the load balancing finite state machine are being traced.

Recommended Action None required.

718059

Error Message `%FTD-7-718059: State machine function trace: state=state_name , event=event_name , func=action_routine`

Explanation The events and states of the load balancing finite state machine are being traced.

Recommended Action None required.

718060

Error Message `%FTD-5-718060: Inbound socket select fail: context=context_ID .`

Explanation The socket select call returned an error and the socket cannot be read. This might indicate an internal software error.

Recommended Action If the problem persists, contact the Cisco TAC.

718061

Error Message `%FTD-5-718061: Inbound socket read fail: context=context_ID .`

Explanation The socket read failed after data was detected through the select call. This might indicate an internal software error.

Recommended Action If the problem persists, contact the Cisco TAC.

718062

Error Message `%FTD-5-718062: Inbound thread is awake (context=context_ID ).`

Explanation The load balancing process is awakened and begins processing.

Recommended Action None required.

718063

Error Message `%FTD-5-718063: Interface interface_name is down.`

Explanation The load balancing process found the interface down.

Recommended Action Check the interface configuration to make sure that the interface is operational.

718064

Error Message `%FTD-5-718064: Admin. interface interface_name is down.`

Explanation The load balancing process found the administrative interface down.

Recommended Action Check the administrative interface configuration to make sure that the interface is operational.

718065

Error Message `%FTD-5-718065: Cannot continue to run (public=up /down , private=up /down , enable=LB_state , master=IP_address , session=Enable /Disable ).`

Explanation The load balancing process can not run because all prerequisite conditions have not been met. The prerequisite conditions are two active interfaces and load balancing enabled.

Recommended Action Check the interface configuration to make sure at least two interfaces are operational and load balancing is enabled.

718066

Error Message `%FTD-5-718066: Cannot add secondary address to interface interface_name , ip IP_address .`

Explanation Load balancing requires a secondary address to be added to the outside interface. A failure occurred in adding that secondary address.

Recommended Action Check the address being used as the secondary address and make sure that it is valid and unique. Check the configuration of the outside interface.

718067

Error Message `%FTD-5-718067: Cannot delete secondary address to interface interface_name , ip IP_address .`

Explanation The deletion of the secondary address failed, which might indicate an addressing problem or an internal software error.

Recommended Action Check the addressing information of the outside interface and make sure that the secondary address is valid and unique. If the problem persists, contact the Cisco TAC.

718068

Error Message `%FTD-5-718068: Start VPN Load Balancing in context context_ID .`

Explanation The load balancing process has been started and initialized.

Recommended Action None required.

718069

Error Message `%FTD-5-718069: Stop VPN Load Balancing in context context_ID .`

Explanation The load balancing process has been stopped.

Recommended Action None required.

718070

Error Message `%FTD-5-718070: Reset VPN Load Balancing in context context_ID .`

Explanation The LB process has been reset.

Recommended Action None required.

718071

Error Message `%FTD-5-718071: Terminate VPN Load Balancing in context context_ID .`

Explanation The LB process has been terminated.

Recommended Action None required.

718072

Error Message `%FTD-5-718072: Becoming master of Load Balancing in context context_ID .`

Explanation The Secure Firewall Threat Defense device has become the LB director.

Recommended Action None required.

718073

Error Message `%FTD-5-718073: Becoming slave of Load Balancing in context context_ID .`

Explanation The Secure Firewall Threat Defense device has become the LB member.

Recommended Action None required.

718074

Error Message `%FTD-5-718074: Fail to create access list for peer context_ID .`

Explanation ACLs are used to create secure tunnels over which the LB peers can communicate. The Secure Firewall Threat Defense device was unable to create one of these ACLs. This might indicate an addressing problem or an internal software problem.

Recommended Action Check the addressing information of the inside interface on all peers and ensure that all peers are discovered correctly. If the problem persists, contact the Cisco TAC.

718075

Error Message `%FTD-5-718075: Peer IP_address access list not set.`

Explanation While removing a secure tunnel, the Secure Firewall Threat Defense device detected a peer entry that did not have an associated ACL.

Recommended Action None required.

718076

Error Message `%FTD-5-718076: Fail to create tunnel group for peer IP_address .`

Explanation The Secure Firewall Threat Defense device experienced a failure when trying to create a tunnel group for securing the communication between load balancing peers.

Recommended Action Verify that the load balancing configuration is correct.

718077

Error Message `%FTD-5-718077: Fail to delete tunnel group for peer IP_address .`

Explanation The Secure Firewall Threat Defense device experienced a failure when attempting to delete a tunnel group for securing the communication between load balancing peers.

Recommended Action None required.

718078

Error Message `%FTD-5-718078: Fail to create crypto map for peer IP_address .`

Explanation The Secure Firewall Threat Defense device experienced a failure when attempting to create a crypto map for securing the communication between load balancing peers.

Recommended Action Verify that the load balancing configuration is correct.

718079

Error Message `%FTD-5-718079: Fail to delete crypto map for peer IP_address .`

Explanation The Secure Firewall Threat Defense device experienced a failure when attempting to delete a crypto map for securing the communication between load balancing peers.

Recommended Action None required.

718080

Error Message `%FTD-5-718080: Fail to create crypto policy for peer IP_address .`

Explanation The Secure Firewall Threat Defense device experienced a failure when attempting to create a transform set to be used in securing the communication between load balancing peers. This might indicate an internal software problem.

Recommended Action If the problem persists, contact the Cisco TAC.

718081

Error Message `%FTD-5-718081: Fail to delete crypto policy for peer IP_address .`

Explanation The Secure Firewall Threat Defense device experienced a failure when attempting to delete a transform set used in securing the communication between load balancing peers.

Recommended Action None required.

718082

Error Message `%FTD-5-718082: Fail to create crypto ipsec for peer IP_address .`

Explanation When cluster encryption for VPN load balancing is enabled, the VPN load balancing device creates a set of site-to-site tunnels for every other device in the load balancing cluster. For each tunnel, a set of crypto parameters (access list, crypto maps, and transform set) is created dynamically. One or more crypto parameters failed to be created or configured.

- **IP_address**—The IP address of the remote peer

Recommended Action Examine the message for other entries specific to the type of crypto parameters that failed to be created.

718083

Error Message `%FTD-5-718083: Fail to delete crypto ipsec for peer IP_address .`

Explanation When the local VPN load balancing device is removed from the cluster, crypto parameters are removed. One or more crypto parameters failed to be deleted.

- **IP_address**—The IP address of the remote peer

Recommended Action Examine the message for other entries specific to the type of crypto parameters that failed to be deleted.

718084

Error Message `%FTD-5-718084: Public/cluster IP not on the same subnet: public IP_address , mask netmask , cluster IP_address`

Explanation The cluster IP address is not on the same network as the outside interface of the Secure Firewall Threat Defense device.

Recommended Action Make sure that both the cluster (or virtual) IP address and the outside interface address are on the same network.

718085

Error Message `%FTD-5-718085: Interface interface_name has no IP address defined.`

Explanation The interface does not have an IP address configured.

Recommended Action Configure an IP address for the interface.

718086

Error Message `%FTD-5-718086: Fail to install LB NP rules: type rule_type , dst interface_name , port port .`

Explanation The Secure Firewall Threat Defense device experienced a failure when attempting to create a SoftNP ACL rule to be used in securing the communication between load balancing peers. This may indicate an internal software problem.

Recommended Action If the problem persists, contact the Cisco TAC.

718087

Error Message `%FTD-5-718087: Fail to delete LB NP rules: type rule_type , rule rule_ID .`

Explanation The Secure Firewall Threat Defense device experienced a failure when attempting to delete the SoftNP ACL rule used in securing the communication between load balancing peers.

Recommended Action None required.

718088

Error Message `%FTD-7-718088: Possible VPN LB misconfiguration. Offending device MAC MAC_address .`

Explanation The presence of a duplicate director indicates that one of the load balancing peers may be misconfigured.

Recommended Action Check the load balancing configuration on all peers, but pay special attention to the peer identified.

719001

Error Message `%FTD-6-719001: Email Proxy session could not be established: session limit of maximum_sessions has been reached.`

Explanation The incoming e-mail proxy session cannot be established because the maximum session limit has been reached.

- **maximum_sessions**—The maximum session number

Recommended Action None required.

719002

Error Message `%FTD-3-719002: Email Proxy session pointer from source_address has been terminated due to reason error.`

Explanation The session has been terminated because of an error. The possible errors are failure to add a session to the session database, failure to allocate memory, and failure to write data to a channel.

- **pointer**—The session pointer
- **source_address—**The e-mail proxy client IP address
- **reason—**The error type

Recommended Action None required.

719003

Error Message `%FTD-6-719003: Email Proxy session pointer resources have been freed for source_address .`

Explanation The dynamic allocated session structure has been freed and set to NULL after the session terminated.

- **pointer**—The session pointer
- **source_address**—The e-mail proxy client IP address

Recommended Action None required.

719004

Error Message `%FTD-6-719004: Email Proxy session pointer has been successfully established for source_address .`

Explanation A new incoming e-mail client session has been established.

Recommended Action None required.

719005

Error Message `%FTD-7-719005: FSM NAME has been created using protocol for session pointer from source_address .`

Explanation The FSM has been created for an incoming new session.

- NAME—The FSM instance name for the session
- **protocol**—The e-mail protocol type (for example, POP3, IMAP, and SMTP)
- **pointer**—The session pointer
- **source_address**—The e-mail proxy client IP address

Recommended Action None required.

719006

Error Message `%FTD-7-719006: Email Proxy session pointer has timed out for source_address because of network congestion.`

Explanation Network congestion is occurring, and data cannot be sent to either an e-mail client or an e-mail server. This condition starts the block timer. After the block timer is timed out, the session expires.

- **pointer**—The session pointer
- **source_address**—The e-mail proxy client IP address

Recommended Action Retry the operation after a few minutes.

719007

Error Message `%FTD-7-719007: Email Proxy session pointer cannot be found for source_address .`

Explanation A matching session cannot be found in the session database. The session pointer is bad.

- **pointer**—The session pointer
- **source_address**—The e-mail proxy client IP address

Recommended Action None required.

719008

Error Message `%FTD-3-719008: Email Proxy service is shutting down.`

Explanation The e-mail proxy is disabled. All resources are cleaned up, and all threads are terminated.

Recommended Action None required.

719009

Error Message `%FTD-7-719009: Email Proxy service is starting.`

Explanation The e-mail proxy is enabled.

Recommended Action None required.

719010

Error Message `%FTD-6-719010: protocol Email Proxy feature is disabled on interface interface_name .`

Explanation The e-mail proxy feature is disabled on a specific entry point, invoked from the CLI. This is the main off switch for the user. When all protocols are turned off for all interfaces, the main shut-down routine is invoked to clean up global resources and threads.

- **protocol**—The e-mail proxy protocol type (for example, POP3, IMAP, and SMTP)
- **interface_name** —The Secure Firewall Threat Defense interface name

Recommended Action None required.

719011

Error Message `%FTD-6-719011: Protocol Email Proxy feature is enabled on interface interface_name .`

Explanation The e-mail proxy feature is enabled on a specific entry point, invoked from the CLI. This is the main on switch for the user. When it is first used, the main startup routine is invoked to allocate global resources and threads. Subsequent calls only need to start listening threads for the particular protocol.

- **protocol**—The e-mail proxy protocol type (for example, POP3, IMAP, and SMTP)
- **interface_name** —The Secure Firewall Threat Defense interface name

Recommended Action None required.

719012

Error Message `%FTD-6-719012: Email Proxy server listening on port port for mail protocol protocol .`

Explanation A listening channel is opened for a specific protocol on a configured port and has added it to a TCP select group.

- **port—**The configured port number
- **protocol**—The e-mail proxy protocol type (for example, POP3, IMAP, and SMTP)

Recommended Action None required.

719013

Error Message `%FTD-6-719013: Email Proxy server closing port port for mail protocol protocol .`

Explanation A listening channel is closed for a specific protocol on a configured port and has removed it from the TCP select group.

- **port—**The configured port number
- **protocol**—The e-mail proxy protocol type (for example, POP3, IMAP, and SMTP)

Recommended Action None required.

719014

Error Message `%FTD-5-719014: Email Proxy is changing listen port from old_port to new_port for mail protocol protocol .`

Explanation A change is signaled in the listening port for the specified protocol. All enabled interfaces for that port have their listening channels closed and have restarted listening on the new port. This action is invoked from the CLI.

- **old_port—**The previously configured port number
- **new_port** —The newly configured port number
- **protocol**—The e-mail proxy protocol type (for example, POP3, IMAP, and SMTP)

Recommended Action None required.

719015

Error Message `%FTD-7-719015: Parsed emailproxy session pointer from source_address username: mailuser = mail_user , vpnuser = VPN_user , mailserver = server`

Explanation The username string is received from the client in the format vpnuser (name delimiter) mailuser (server delimiter) mailserver (for example: xxx:yyy@cisco.com). The name delimiter is optional. When the delimiter is not there, the VPN username and mail username are the same. The server delimiter is optional. When it is not present, the default configured mail server will be used.

- **pointer**—The session pointer
- **source_address**—The e-mail proxy client IP address
- mail_user—The e-mail account username

- **VPN_user**—The WebVPN username
- **server**—The e-mail server

Recommended Action None required.

719016

Error Message `%FTD-7-719016: Parsed emailproxy session pointer from source_address password: mailpass = ******, vpnpass= ******`

Explanation The password string is received from the client in the format, vpnpass (name delimiter) mailpass (for example: xxx:yyy). The name delimiter is optional. When it is not present, the VPN password and mail password are the same.

- **pointer**—The session pointer
- **source_address**—The e-mail proxy client IP address

Recommended Action None required.

719017

Error Message `%FTD-6-719017: WebVPN user: vpnuser invalid dynamic ACL.`

Explanation The WebVPN session is aborted because the ACL has failed to parse for this user. The ACL determines what the user restrictions are on e-mail account access. The ACL is downloaded from the AAA server. Because of this error, it is unsafe to proceed with login.

- **vpnuser**—The WebVPN username

Recommended Action Check the AAA server and fix the dynamic ACL for this user.

719018

Error Message `%FTD-6-719018: WebVPN user: vpnuser ACL ID acl_ID not found`

Explanation The ACL cannot be found at the local maintained ACL list. The ACL determines what the user restrictions are on e-mail account access. The ACL is configured locally. Because of this error, you cannot be authorized to proceed.

- **vpnuser**—The WebVPN username
- **acl_ID**—The local configured ACL identification string

Recommended Action Check the local ACL configuration.

719019

Error Message `%FTD-6-719019: WebVPN user: vpnuser authorization failed.`

Explanation The ACL determines what the user restrictions are on e-mail account access. The user cannot access the e-mail account because the authorization check fails.

- **vpnuser**—The WebVPN username

Recommended Action None required.

719020

Error Message `%FTD-6-719020: WebVPN user vpnuser authorization completed successfully.`

Explanation The ACL determines what the user restrictions are on e-mail account access. The user is authorized to access the e-mail account.

- **vpnuser**—The WebVPN username

Recommended Action None required.

719021

Error Message `%FTD-6-719021: WebVPN user: vpnuser is not checked against ACL.`

Explanation The ACL determines what the user restrictions are on e-mail account access. The authorization checking using the ACL is not enabled.

- **vpnuser**—The WebVPN username

Recommended Action Enable the ACL checking feature, if necessary.

719022

Error Message `%FTD-6-719022: WebVPN user vpnuser has been authenticated.`

Explanation The username is authenticated by the AAA server.

- **vpnuser**—The WebVPN username

Recommended Action None required.

719023

Error Message `%FTD-6-719023: WebVPN user vpnuser has not been successfully authenticated. Access denied.`

Explanation The username is denied by the AAA server. The session will be aborted. The user is not allowed to access the e-mail account.

- **vpnuser**—The WebVPN username

Recommended Action None required.

719024

Error Message `%FTD-6-719024: Email Proxy piggyback auth fail: session = pointer user=vpnuser addr=source_address`

Explanation The Piggyback authentication is using an established WebVPN session to verify the username and IP address matching in the WebVPN session database. This is based on the assumption that the WebVPN session and e-mail proxy session are initiated by the same user, and a WebVPN session is already established. Because the authentication has failed, the session will be aborted. The user is not allowed to access the e-mail account.

- **pointer**—The session pointer

- **vpnuser**—The WebVPN username
- **source_address**—The client IP address

Recommended Action None required.

719025

Error Message `%FTD-6-719025: Email Proxy DNS name resolution failed for hostname .`

Explanation The hostname cannot be resolved with the IP address because it is not valid, or no DNS server is available.

- **hostname**—The hostname that needs to be resolved

Recommended Action Check DNS server availability and whether or not the configured mail server name is valid.

719026

Error Message `%FTD-6-719026: Email Proxy DNS name hostname resolved to IP_address .`

Explanation The hostname has successfully been resolved with the IP address.

- **hostname**—The hostname that needs to be resolved
- **IP_address**—The IP address resolved from the configured mail server name

Recommended Action None required.

Messages 720001 to 721019

This section includes messages from 720001 to 721019.

720001

Error Message `%FTD-4-720001: (VPN-unit ) Failed to initialize with Chunk Manager.`

Explanation The VPN failover subsystem fails to initialize with the memory buffer management subsystem. A system-wide problem has occurred, and the VPN failover subsystem cannot be started.

- **unit**—Either Primary or Secondary

Recommended Action Examine the messages for any sign of system-level initialization problems.

720002

Error Message `%FTD-6-720002: (VPN-unit ) Starting VPN Stateful Failover Subsystem...`

Explanation The VPN failover subsystem is starting and booting up.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720003

Error Message `%FTD-6-720003: (VPN-unit ) Initialization of VPN Stateful Failover Component completed successfully`

Explanation The VPN failover subsystem initialization is completed at boot time.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720004

Error Message `%FTD-6-720004: (VPN-unit ) VPN failover main thread started.`

Explanation The VPN failover main processing thread is started at boot time.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720005

Error Message `%FTD-6-720005: (VPN-unit ) VPN failover timer thread started.`

Explanation The VPN failover timer processing thread is started at boot time.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720006

Error Message `%FTD-6-720006: (VPN-unit ) VPN failover sync thread started.`

Explanation The VPN failover bulk synchronization processing thread is started at boot time.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720007

Error Message `%FTD-4-720007: (VPN-unit ) Failed to allocate chunk from Chunk Manager.`

Explanation The set of preallocated memory buffers is running out. The Secure Firewall Threat Defense device has a resource issue. The Secure Firewall Threat Defense device may be under heavy load when too many messages are being processed.

- **unit**—Either Primary or Secondary

Recommended Action This condition may be improved later when the VPN failover subsystem processes outstanding messages and frees up previously allocated memory.

720008

Error Message `%FTD-4-720008: (VPN-unit ) Failed to register to High Availability Framework.`

Explanation The VPN failover subsystem failed to register to the core failover subsystem. The VPN failover subsystem cannot be started, which may be caused by initialization problems of other subsystems.

- **unit**—Either Primary or Secondary

Recommended Action Search the message for any sign of system-wide initialization problems.

720009

Error Message `%FTD-4-720009: (VPN-unit ) Failed to create version control block.`

Explanation The VPN failover subsystem failed to create a version control block. This step is required for the VPN failover subsystem to find out the backward compatible firmware versions for the current release. The VPN failover subsystem cannot be started, which may be caused by initialization problems of other subsystems.

- **unit**—Either Primary or Secondary

Recommended Action Search the message for any sign of system-wide initialization problems.

720010

Error Message `%FTD-6-720010: (VPN-unit ) VPN failover client is being disabled`

Explanation An operator enabled failover without defining a failover key. In order to use a VPN failover, a failover key must be defined.

- **unit**—Either Primary or Secondary

Recommended Action Use the **failover key** command to define a shared secret key between the active and standby units.

720011

Error Message `%FTD-4-720011: (VPN-unit ) Failed to allocate memory`

Explanation The VPN failover subsystem cannot allocate a memory buffer, which indicates a system-wide resource problem. The Secure Firewall Threat Defense device may be under heavy load.

- **unit**—Either Primary or Secondary

Recommended Action This condition may be improved later when you reduce the load on the Secure Firewall Threat Defense device by reducing incoming traffic. By reducing incoming traffic, memory allocated for processing the existing work load will be available, and the Secure Firewall Threat Defense device may return to normal operation.

720012

Error Message `%FTD-6-720012: (VPN-unit ) Failed to update IPsec failover runtime data on the standby unit.`

Explanation The VPN failover subsystem cannot update IPsec-related runtime data because the corresponding IPsec tunnel has been deleted on the standby unit.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720013

Error Message `%FTD-4-720013: (VPN-unit ) Failed to insert certificate in trustpoint trustpoint_name`

Explanation The VPN failover subsystem tried to insert a certificate in the trustpoint.

- **unit**—Either Primary or Secondary
- **trustpoint_name**—The name of the trustpoint

Recommended Action Check the certificate content to determine if it is invalid.

720014

Error Message `%FTD-6-720014: (VPN-unit ) Phase 2 connection entry (msg_id=message_number , my cookie=mine , his cookie=his ) contains no SA list.`

Explanation No security association is linked to the Phase 2 connection entry.

- **unit**—Either Primary or Secondary
- **message_number—**The message ID of the Phase 2 connection entry
- **mine**—The My Phase 1 cookie
- **his**—The peer Phase 1 cookie

Recommended Action None required.

720015

Error Message `%FTD-6-720015: (VPN-unit ) Cannot found Phase 1 SA for Phase 2 connection entry (msg_id=message_number ,my cookie=mine , his cookie=his ).`

Explanation The corresponding Phase 1 security association for the given Phase 2 connection entry cannot be found.

- **unit**—Either Primary or Secondary
- **message_number—**The message ID of the Phase 2 connection entry
- **mine**—The My Phase 1 cookie
- **his**—The peer Phase 1 cookie

Recommended Action None required.

720016

Error Message `%FTD-5-720016: (VPN-unit) Failed to initialize default timer #index .`

Explanation The VPN failover subsystem failed to initialize the given timer event. The VPN failover subsystem cannot be started at boot time.

- **unit**—Either Primary or Secondary
- **index**—The internal index of the timer event

Recommended Action Search the message for any sign of system-wide initialization problems.

720017

Error Message `%FTD-5-720017: (VPN-unit ) Failed to update LB runtime data`

Explanation The VPN failover subsystem failed to update the VPN load balancing runtime data.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720018

Error Message `%FTD-5-720018: (VPN-unit ) Failed to get a buffer from the underlying core high availability subsystem. Error code code.`

Explanation The Secure Firewall Threat Defense device may be under heavy load. The VPN failover subsystem failed to obtain a failover buffer.

- **unit**—Either Primary or Secondary
- **code**—The error code returned by the high-availability subsystem

Recommended Action Decrease the amount of incoming traffic to improve the current load condition. With decreased incoming traffic, the Secure Firewall Threat Defense device will free up memory allocated for processing the incoming load.

720019

Error Message `%FTD-5-720019: (VPN-unit ) Failed to update cTCP statistics.`

Explanation The VPN failover subsystem failed to update the IPsec/cTCP-related statistics.

- **unit**—Either Primary or Secondary

Recommended Action None required. Updates are sent periodically, so the standby unit IPsec/cTCP statistics should be updated with the next update message.

720020

Error Message `%FTD-5-720020: (VPN-unit ) Failed to send type timer message.`

Explanation The VPN failover subsystem failed to send a periodic timer message to the standby unit.

- **unit**—Either Primary or Secondary
- **type**—The type of timer message

Recommended Action None required. The periodic timer message will be resent during the next timeout.

720021

Error Message `%FTD-5-720021: (VPN-unit ) HA non-block send failed for peer msg message_number . HA error code .`

Explanation The VPN failover subsystem failed to send a nonblock message. This is a temporary condition caused by the Secure Firewall Threat Defense device being under load or out of resources.

- **unit**—Either Primary or Secondary
- **message_number**—The ID number of the peer message
- **code**—The error return code

Recommended Action The condition will improve as more resources become available to the Secure Firewall Threat Defense device.

720022

Error Message `%FTD-4-720022: (VPN-unit ) Cannot find trustpoint trustpoint`

Explanation An error occurred when the VPN failover subsystem tried to look up a trustpoint by name.

- **unit**—Either Primary or Secondary
- **trustpoint**—The name of the trustpoint.

Recommended Action The trustpoint may be deleted by an operator.

720023

Error Message `%FTD-6-720023: (VPN-unit ) HA status callback: Peer is not present.`

Explanation The VPN failover subsystem is notified by the core failover subsystem when the local Secure Firewall Threat Defense device detected that a peer is available or becomes unavailable.

- **unit**—Either Primary or Secondary
- **not**—Either "not" or left blank

Recommended Action None required.

720024

Error Message `%FTD-6-720024: (VPN-unit ) HA status callback: Control channel is status .`

Explanation The failover control channel is either up or down. The failover control channel is defined by the **failover link** and **show failover** commands, which indicate whether the failover link channel is up or down.

- **unit**—Either Primary or Secondary
- **status**— Up or Down

Recommended Action None required.

720025

Error Message `%FTD-6-720025: (VPN-unit ) HA status callback: Data channel is status .`

Explanation The failover data channel is up or down.

- **unit**—Either Primary or Secondary
- **status**—Up or Down

Recommended Action None required.

720026

Error Message `%FTD-6-720026: (VPN-unit ) HA status callback: Current progression is being aborted.`

Explanation An operator or other external condition has occurred and has caused the current failover progression to abort before the failover peer agrees on the role (either active or standby). For example, when the **failover active** command is entered on the standby unit during the negotiation, or when the active unit is being rebooted.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720027

Error Message `%FTD-6-720027: (VPN-unit ) HA status callback: My state state .`

Explanation The state of the local failover device is changed.

- **unit**—Either Primary or Secondary
- **state**—Current state of the local failover device

Recommended Action None required.

720028

Error Message `%FTD-6-720028: (VPN-unit ) HA status callback: Peer state state .`

Explanation The current state of the failover peer is reported.

- **unit**—Either Primary or Secondary
- **state**—Current state of the failover peer

Recommended Action None required.

720029

Error Message `%FTD-6-720029: (VPN-unit ) HA status callback: Start VPN bulk sync state.`

Explanation The active unit is ready to send all the state information to the standby unit.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720030

Error Message `%FTD-6-720030: (VPN-unit ) HA status callback: Stop bulk sync state.`

Explanation The active unit finished sending all the state information to the standby unit.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720031

Error Message `%FTD-7-720031: (VPN-unit ) HA status callback: Invalid event received. event=event_ID .`

Explanation The VPN failover subsystem received an invalid callback event from the underlying failover subsystem.

- **unit**—Either Primary or Secondary
- **event_ID**—The invalid event ID received

Recommended Action None required.

720032

Error Message `%FTD-6-720032: (VPN-unit) HA status callback: id=ID , seq=sequence_# , grp=group , event=event , op=operand , my=my_state , peer=peer_state .`

Explanation The VPN failover subsystem indicated that a status update was notified by the underlying failover subsystem.

- **unit**—Either Primary or Secondary
- **ID**—Client ID number
- **sequence_#**—Sequence number
- **group**—Group ID
- **event**—Current event
- **operand**—Current operand
- **my_state**—The system current state
- **peer_state**—The current state of the peer

Recommended Action None required.

720033

Error Message `%FTD-4-720033: (VPN-unit ) Failed to queue add to message queue.`

Explanation System resources may be running low. An error occurred when the VPN failover subsystem tried to queue an internal message. This may be a temporary condition indicating that the Secure Firewall Threat Defense device is under heavy load, and the VPN failover subsystem cannot allocate resource to handle incoming traffic.

- **unit**—Either Primary or Secondary

Recommended Action This error condition may disappear if the current load of the Secure Firewall Threat Defense device is reduced, and additional system resources become available for processing new messages again.

720034

Error Message `%FTD-7-720034: (VPN-unit ) Invalid type (type ) for message handler.`

Explanation An error occurred when the VPN failover subsystem tried to process an invalid message type.

- **unit**—Either Primary or Secondary
- **type**—Message type

Recommended Action None required.

720035

Error Message `%FTD-5-720035: (VPN-unit ) Fail to look up CTCP flow handle`

Explanation The cTCP flow may be deleted on the standby unit before the VPN failover subsystem tries to do a lookup.

- **unit**—Either Primary or Secondary

Recommended Action Look for any sign of cTCP flow deletion in the message to determine the reason (for example, idle timeout) why the flow was deleted.

720036

Error Message `%FTD-5-720036: (VPN-unit ) Failed to process state update message from the active peer.`

Explanation An error occurred when the VPN failover subsystem tried to process a state update message received by the standby unit.

- **unit** - Either Primary or Secondary

Recommended Action None required. This may be a temporary condition because of the current load or low system resources.

720037

Error Message `%FTD-6-720037: (VPN-unit ) HA progression callback: id=id ,seq=sequence_number ,grp=group ,event=event ,op=operand , my=my_state ,peer=peer_state .`

Explanation The status of the current failover progression is reported.

- **unit**—Either Primary or Secondary
- **id**—Client ID
- **sequence_number**—Sequence number
- **group**—Group ID
- **event**—Current event
- **operand**—Current operand

- **my_state**—Current state of the Secure Firewall Threat Defense device
- **peer_state**—Current state of the peer

Recommended Action None required.

720038

Error Message `%FTD-4-720038: (VPN-unit ) Corrupted message from active unit.`

Explanation The standby unit received a corrupted message from the active unit. Messages from the active unit are corrupted, which may be caused by incompatible firmware running between the active and standby units. The local unit has become the active unit of the failover pair.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720039

Error Message `%FTD-6-720039: (VPN-unit ) VPN failover client is transitioning to active state`

Explanation The local unit has become the active unit of the failover pair.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720040

Error Message `%FTD-6-720040: (VPN-unit ) VPN failover client is transitioning to standby state.`

Explanation The local unit has become the standby unit of the failover pair.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720041

Error Message `%FTD-7-720041: (VPN-unit ) Sending type message id to standby unit`

Explanation A message has been sent from the active unit to the standby unit.

- **unit**—Either Primary or Secondary
- **type**—Message type
- **id**—Identifier for the message

Recommended Action None required.

720042

Error Message `%FTD-7-720042: (VPN-unit ) Receiving type message id from active unit`

Explanation A message has been received from the active unit by the standby unit.

- **unit**—Either Primary or Secondary
- **type**—Message type
- **id**—Identifier for the message

Recommended Action None required.

720043

Error Message `%FTD-4-720043: (VPN-unit ) Failed to send type message id to standby unit`

Explanation An error occurred when the VPN failover subsystem tried to send a message from the active unit to the standby unit. The error may be caused by message 720018, in which the core failover subsystem runs out of failover buffer or the failover LAN link is down.

- **unit**—Either Primary or Secondary
- **type**—Message type
- **id**—Identifier for the message

Recommended Action Use the **show failover** command to see if the failover pair is running correctly and the failover LAN link is up.

720044

Error Message `%FTD-4-720044: (VPN-unit ) Failed to receive message from active unit`

Explanation An error occurred when the VPN failover subsystem tried to receive a message on the standby unit. The error may be caused by a corrupted message or an inadequate amount of memory allocated for storing the incoming message.

- **unit**—Either Primary or Secondary

Recommended Action Use the **show failover** command and look for receive errors to determine if this is a VPN failover-specific problem or a general failover issue. Corrupted messages may be caused by incompatible firmware versions running on the active and standby units. Use the **show memory** command to determine if a low memory condition exists.

720045

Error Message `%FTD-6-720045: (VPN-unit ) Start bulk syncing of state information on standby unit.`

Explanation The standby unit has been notified to start receiving bulk synchronization information from the active unit.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720046

Error Message `%FTD-6-720046: (VPN-unit ) End bulk syncing of state information on standby unit`

Explanation The standby unit has been notified that bulk synchronization from the active unit is completed.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720047

Error Message `%FTD-4-720047: (VPN-unit ) Failed to sync SDI node secret file for server IP_address on the standby unit.`

Explanation An error occurred when the VPN failover subsystem tried to synchronize a node secret file for the SDI server on the standby unit. The SDI node secret file is stored in flash. The error may indicate that the flash file system is full or corrupted.

- **unit**—Either Primary or Secondary
- **IP_address**—IP address of the server

Recommended Action Use the **dir** command to display the flash contents. The node secret file has the filename, *ip* .sdi.

720048

Error Message `%FTD-7-720048: (VPN-unit ) FSM action trace begin: state=state , last event=event , func=function .`

Explanation A VPN failover subsystem finite state machine function has started.

- **unit**—Either Primary or Secondary
- **state**—Current state
- **event**—Last event
- **function**—Current executing function

Recommended Action None required.

720049

Error Message `%FTD-7-720049: (VPN-unit ) FSM action trace end: state=state , last event=event , return=return , func=function .`

Explanation A VPN failover subsystem finite state machine function has finished.

- **unit**—Either Primary or Secondary
- **state**—Current state
- **event**—Last event
- **return**—Return code
- **function**—Current executing function

Recommended Action None required.

720050

Error Message `%FTD-7-720050: (VPN-unit ) Failed to remove timer. ID = id .`

Explanation A timer cannot be removed from the timer processing thread.

- **unit**—Either Primary or Secondary
- **id**—Timer ID

Recommended Action None required.

720051

Error Message `%FTD-4-720051: (VPN-unit ) Failed to add new SDI node secret file for server id on the standby unit.`

Explanation An error occurred when the VPN failover subsystem tried to add a node secret file for the SDI server on the standby unit. The SDI node secret file is stored in flash. The error may indicate that the flash file system is full or corrupted.

- **unit**—Either Primary or Secondary
- **id**—IP address of the SDI server

Recommended Action Use the **dir** command to display the flash contents. The node secret file has the filename, **ip**.sdi.

720052

Error Message `%FTD-4-720052: (VPN-unit ) Failed to delete SDI node secret file for server id on the standby unit.`

Explanation An error occurred when the VPN failover subsystem tried to delete a node secret file on the active unit. The node secret file being deleted may not exist in the flash file system, or there was problem reading the flash file system.

- **unit**—Either Primary or Secondary
- **IP_address**—IP address of the SDI server

Recommended Action Use the **dir** command to display the flash contents. The node secret file has the filename, **ip**.sdi.

720053

Error Message `%FTD-4-720053: (VPN-unit ) Failed to add cTCP IKE rule during bulk sync, peer=IP_address , port=port`

Explanation An error occurred when the VPN failover subsystem tried to load a cTCP IKE rule on the standby unit during bulk synchronization. The standby unit may be under heavy load, and the new IKE rule request may time out before completion.

- **unit**—Either Primary or Secondary
- **IP_address**—Peer IP address
- **port**—Peer port number

Recommended Action None required.

720054

Error Message `%FTD-4-720054: (VPN-unit ) Failed to add new cTCP record, peer=IP_address , port=port .`

Explanation A cTCP record is replicated to the standby unit and cannot be updated. The corresponding IPsec over cTCP tunnel may not be functioning after failover. The cTCP database may be full, or a record with the same peer IP address and port number exists already.

- **unit**—Either Primary or Secondary
- **IP_address**—Peer IP address
- **port**—Peer port number

Recommended Action This may be a temporary condition and may improve when the existing cTCP tunnel is restored.

720055

Error Message `%FTD-4-720055: (VPN-unit ) VPN Stateful failover can only be run in single/non-transparent mode.`

Explanation The VPN subsystem does not start unless it is running in single (nontransparent) mode.

- **unit**—Either Primary or Secondary

Recommended Action Configure the Secure Firewall Threat Defense device for the appropriate mode to support VPN failover and restart the Secure Firewall Threat Defense device.

720056

Error Message `%FTD-6-720056: (VPN-unit ) VPN Stateful failover Message Thread is being disabled.`

Explanation The VPN failover subsystem main message processing thread is disabled when you have tried to enable failover, but a failover key is not defined. A failover key is required for VPN failover.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720057

Error Message `%FTD-6-720057: (VPN-unit ) VPN Stateful failover Message Thread is enabled.`

Explanation The VPN failover subsystem main message processing thread is enabled when failover is enabled and a failover key is defined.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720058

Error Message `%FTD-6-720058: (VPN-unit ) VPN Stateful failover Timer Thread is disabled.`

Explanation The VPN failover subsystem main timer processing thread is disabled when the failover key is not defined and failover is enabled.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720059

Error Message `%FTD-6-720059: (VPN-unit ) VPN Stateful failover Timer Thread is enabled.`

Explanation The VPN failover subsystem main timer processing thread is enabled when the failover key is defined and failover is enabled.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720060

Error Message `%FTD-6-720060: (VPN-unit ) VPN Stateful failover Sync Thread is disabled.`

Explanation The VPN failover subsystem main bulk synchronization processing thread is disabled when failover is enabled, but the failover key is not defined.

- **unit**—Either Primary or Secondary.

Recommended Action None required.

720061

Error Message `%FTD-6-720061: (VPN-unit ) VPN Stateful failover Sync Thread is enabled.`

Explanation The VPN failover subsystem main bulk synchronization processing thread is enabled when failover is enabled and the failover key is defined.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720062

Error Message `%FTD-6-720062: (VPN-unit ) Active unit started bulk sync of state information to standby unit.`

Explanation The VPN failover subsystem active unit has started bulk synchronization of state information to the standby unit.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720063

Error Message `%FTD-6-720063: (VPN-unit ) Active unit completed bulk sync of state information to standby.`

Explanation The VPN failover subsystem active unit has completed bulk synchronization of state information to the standby unit.

- **unit**—Either Primary or Secondary

Recommended Action None required.

720064

Error Message `%FTD-4-720064: (VPN-unit ) Failed to update cTCP database record for peer=IP_address , port=port during bulk sync.`

Explanation An error occurred while the VPN failover subsystem attempted to update an existing cTCP record during bulk synchronization. The cTCP record may have been deleted from the cTCP database on the standby unit and cannot be found.

- **unit**—Either Primary or Secondary
- **IP_address**—Peer IP address
- **port**—Peer port number

Recommended Action Search in the message.

720065

Error Message `%FTD-4-720065: (VPN-unit ) Failed to add new cTCP IKE rule, peer=peer , port=port .`

Explanation An error occurred when the VPN failover subsystem tried to add a new IKE rule for the cTCP database entry on the standby unit. The Secure Firewall Threat Defense device may be under heavy load, and the request for adding a cTCP IKE rule timed out and was never completed.

- **unit**—Either Primary or Secondary
- **IP_address**—Peer IP address
- **port**—Peer port number

Recommended Action This may be a temporary condition.

720066

Error Message `%FTD-4-720066: (VPN-unit ) Failed to activate IKE database.`

Explanation An error occurred when the VPN failover subsystem tried to activate the IKE security association database while the standby unit was transitioning to the active state. There may be resource-related issues on the standby unit that prevent the IKE security association database from activating.

- **unit**—Either Primary or Secondary

Recommended Action Use the **show failover** command to see if the failover pair is still working correctly and/or look for other IKE-related errors in the message.

720067

Error Message `%FTD-4-720067: (VPN-unit ) Failed to deactivate IKE database.`

Explanation An error occurred when the VPN failover subsystem tried to deactivate the IKE security association database while the active unit was transitioning to the standby state. There may be resource-related issues on the active unit that prevent the IKE security association database from deactivating.

- **unit**—Either Primary or Secondary

Recommended Action Use the **show failover** command to see if the failover pair is still working correctly and/or look for IKE-related errors in the message.

720068

Error Message `%FTD-4-720068: (VPN-unit ) Failed to parse peer message.`

Explanation An error occurred when the VPN failover subsystem tried to parse a peer message received on the standby unit. The peer message received on the standby unit cannot be parsed.

- **unit**—Either Primary or Secondary

Recommended Action Make sure that both active and standby units are running the same version of firmware. Also, use the **show failover** command to ensure that the failover pair is still working correctly.

720069

Error Message `%FTD-4-720069: (VPN-unit ) Failed to activate cTCP database.`

Explanation An error occurred when the VPN failover subsystem tried to activate the cTCP database while the standby unit was transitioning to the active state. There may be resource-related issues on the standby unit that prevent the cTCP database from activating.

- **unit**—Either Primary or Secondary

Recommended Action Use the **show failover** command to see if the failover pair is still working correctly and/or look for other cTCP related errors in the message.

720070

Error Message `%FTD-4-720070: (VPN-unit ) Failed to deactivate cTCP database.`

Explanation An error occurred when the VPN failover subsystem tried to deactivate the cTCP database while the active unit was transitioning to the standby state. There may be resource-related issues on the active unit that prevent the cTCP database from deactivating.

- **unit**—Either Primary or Secondary.

Recommended Action Use the **show failover** command to see if the failover pair is still working correctly and/or look for cTCP related errors in the message.

720071

Error Message `%FTD-5-720071: (VPN-unit ) Failed to update cTCP dynamic data.`

Explanation An error occurred while the VPN failover subsystem tried to update cTCP dynamic data.

- **unit**—Either Primary or Secondary.

Recommended Action This may be a temporary condition. Because this is a periodic update, wait to see if the same error recurs. Also, look for other failover-related messages in the message.

720072

Error Message `%FTD-5-720072: Timeout waiting for Integrity Firewall Server [interface ,ip ] to become available.`

Explanation The Zonelab Integrity Server cannot reestablish a connection before timeout. In an active/standby failover setup, the SSL connection between a Zonelab Integrity Server and the Secure Firewall Threat Defense device needs to be reestablished after a failover.

- *interface* —The interface to which the Zonelab Integrity Server is connected
- *ip* —The IP address of the Zonelab Integrity Server

Recommended Action Check that the configuration on the Secure Firewall Threat Defense device and the Zonelab Integrity Server match, and verify communication between the Secure Firewall Threat Defense device and the Zonelab Integrity Server.

720073

Error Message `%FTD-4-720073: VPN Session failed to replicate - ACL acl_name not found`

Explanation When replicating VPN sessions to the standby unit, the standby unit failed to find the associated filter ACL.

- **acl_name**—The name of the ACL that was not found

Recommended Action Verify that the configuration on the standby unit has not been modified while in standby state. Resynchronize the standby unit by issuing the **write standby** command on the active unit.

721001

Error Message `%FTD-6-721001: (device ) WebVPN Failover SubSystem started successfully.(device ) either WebVPN-primary or WebVPN-secondary.`

Explanation The WebVPN failover subsystem in the current failover unit, either primary or secondary, has been started successfully.

- **(device)**—Either the WebVPN primary or the WebVPN secondary device

Recommended Action None required.

721002

Error Message `%FTD-6-721002: (device ) HA status change: event event , my state my_state , peer state peer .`

Explanation The WebVPN failover subsystem receives status notification from the core HA component periodically. The incoming event, the new state of the local Secure Firewall Threat Defense device, and the new state of the failover peer are reported.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **event**—New HA event
- **my_state**—The new state of the local Secure Firewall Threat Defense device
- **peer**—The new state of the peer

Recommended Action None required.

721003

Error Message `%FTD-6-721003: (device ) HA progression change: event event , my state my_state , peer state peer .`

Explanation The WebVPN failover subsystem transitions from one state to another state based on the event notified by the core HA component. The incoming event, the new state of the local Secure Firewall Threat Defense device, and the new state of the failover peer are being reported.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **event**—New HA event
- **my_state**—The new state of the local Secure Firewall Threat Defense device
- **peer**—The new state of the peer

Recommended Action None required.

721004

Error Message `%FTD-6-721004: (device ) Create access list list_name on standby unit.`

Explanation A WebVPN-specific access list is replicated from the active unit to the standby unit. A successful installation of the WebVPN access list on the standby unit has occurred.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **list_name**—The access list name

Recommended Action None required.

721005

Error Message `%FTD-6-721005: (device ) Fail to create access list list_name on standby unit.`

Explanation When a WebVPN-specific access list is installed on the active unit, a copy is installed on the standby unit. The access list failed to be installed on the standby unit. The access list may have existed on the standby unit already.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **list_name**—Name of the access list that failed to install on the standby unit

Recommended Action Use the **show access-list** command on both the active and standby units. Compare the content of the output and determine whether there is any discrepancy. Resynchronize the standby unit, if needed, by using the **write standby** command on the active unit.

721006

Error Message `%FTD-6-721006: (device ) Update access list list_name on standby unit.`

Explanation The content of the access list has been updated on the standby unit.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **list_name**—Name of the access list that was updated

Recommended Action None required.

721007

Error Message `%FTD-4-721007: (device ) Fail to update access list list_name on standby unit.`

Explanation An error occurred while the standby unit tried to update a WebVPN-specific access list. The access list cannot be located on the standby unit.

- **(device)**—Either the WebVPN primary or the WebVPN-= secondary Secure Firewall Threat Defense device
- **list_name**—Name of the access list that was not updated

Recommended Action Use a **show access-list** command on both the active and standby units. Compare the content of the output and determine whether or not there is any discrepancy. Resynchronize the standby unit, if needed, by using the **write standby** command on the active unit.

721008

Error Message `%FTD-6-721008: (device ) Delete access list list_name on standby unit.`

Explanation When a WebVPN-specific access list is removed from the active unit, a message is sent to the standby unit requesting that the same access list be removed. As a result, a WebVPN-specific access list has been removed from the standby unit.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **list_name**—Name of the access list that was removed

Recommended Action None required.

721009

Error Message `%FTD-6-721009: (device ) Fail to delete access list list_name on standby unit.`

Explanation When a WebVPN-specific access list is removed on the active unit, a message is sent to the standby unit requesting the same access list be removed. An error condition occurred when an attempt was made to remove the corresponding access list on the standby unit. The access list did not exist on the standby unit.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **list_name**—Name of the access list that was deleted

Recommended Action Use a **show access-list** command on both the active and standby units. Compare the content of the output and determine whether there is any discrepancy. Resynchronize the standby unit, if needed, by using the **write standby** command on the active unit.

721010

Error Message `%FTD-6-721010: (device ) Add access list rule list_name , line line_no on standby unit.`

Explanation When an access list rule is added to the active unit, the same rule is added on the standby unit. A new access list rule was added successfully on the standby unit.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **list_name**—Name of the access list that was deleted
- **line_no**—Line number of the rule added to the access list

Recommended Action None required.

721011

Error Message `%FTD-4-721011: (device ) Fail to add access list rule list_name , line line_no on standby unit.`

Explanation When an access list rule is added to the active unit, an attempt is made to add the same access list rule to the standby unit. An error occurred when an attempt is made to add a new access list rule to the standby unit. The same access list rule may exist on the standby unit.

- *(device)* —Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **list_name**—Name of the access list that was deleted
- **line_no**—Line number of the rule added to the access list

Recommended Action Use a **show access-list** command on both the active and standby units. Compare the content of the output and determine if there is any discrepancy. Resynchronize the standby unit, if needed, by using the **write standby** command on the active unit.

721012

Error Message `%FTD-6-721012: (device ) Enable APCF XML file file_name on the standby unit.`

Explanation When an APCF XML file is installed on the active unit, an attempt is made to install the same file on the standby unit. An APCF XML file was installed successfully on the standby unit. Use the **dir** command on the standby unit to show that the XML file exists in the flash file system.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **file_name**—Name of the XML file on the flash file system

Recommended Action None required.

721013

Error Message `%FTD-4-721013: (device ) Fail to enable APCF XML file file_name on the standby unit.`

Explanation When an APCF XML file is installed on the active unit, an attempt is made to install the same file on the standby unit. An APCF XML file failed to install on the standby unit.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **file_name**—Name of the XML file on the flash file system

Recommended Action Use a **dir** command on both the active and standby unit. Compare the directory listing and determine if there is any discrepancy. Resynchronize the standby unit, if needed, by using the **write standby** command on the active unit.

721014

Error Message `%FTD-6-721014: (device ) Disable APCF XML file file_name on the standby unit.`

Explanation When an APCF XML file is removed on the active unit, an attempt is made to remove the same file on the standby unit. An APCF XML file was removed from the standby unit successfully.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **file_name**—Name of the XML file on the flash file system

Recommended Action None required.

721015

Error Message `%FTD-4-721015: (device ) Fail to disable APCF XML file file_name on the standby unit.`

Explanation When an APCF XML file is removed on the active unit, an attempt is made to remove the same file on the standby unit. An error occurred when an attempt was made to remove an APCF XML file from the standby unit. The file may not be installed on the standby unit.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **file_name**—Name of the XML file on the flash file system

Recommended Action Use a **show running-config webvpn** command to make sure the APCF XML file of interest is not enabled. As long as it is not enabled, you may ignore this message. Otherwise, try to disable the file by using the **no apcf file_name** command in the webvpn configuration submode.

721016

Error Message `%FTD-6-721016: (device ) WebVPN session for client user user_name , IP ip_address has been created.`

Explanation A remote WebVPN user has logged in successfully and the login information has been installed on the standby unit.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **user_name**—Name of the user
- **ip_address**—IP address of the remote user

Recommended Action None required.

721017

Error Message `%FTD-4-721017: (device ) Fail to create WebVPN session for user user_name , IP ip_address .`

Explanation When a WebVPN user logs in to the active unit, the login information is replicated to the standby unit. An error occurred while replicating the login information to the standby unit.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **user_name**—Name of the user
- **ip_address**—IP address of the remote user

Recommended Action Use the **show vpn-sessiondb detail webvpn** command for a regular WebVPN user, or the **show vpn-sessiondb detail svc** command for a WebVPN SVC user on both the active and standby units. Compare the entries and determine whether the same user session record appears on both Secure Firewall Threat Defense devices. Resynchronize the standby unit, if needed, by using the **write standby** command on the active unit.

721018

Error Message `%FTD-6-721018: (device ) WebVPN session for client user user_name , IP ip_address has been deleted.`

Explanation When a WebVPN user logs out on the active unit, a logout message is sent to the standby unit to remove the user session from the standby unit. A WebVPN user record was removed from the standby unit successfully.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device
- **user_name**—Name of the user
- **ip_address**—IP address of the remote user

Recommended Action None required.

721019

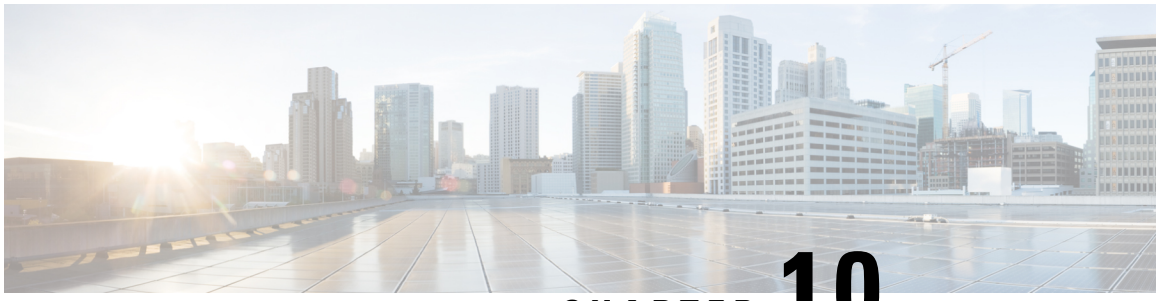
Error Message `%FTD-4-721019: (device ) Fail to delete WebVPN session for client user user_name , IP ip_address .`

Explanation When a WebVPN user logs out on the active unit, a logout message is sent to the standby unit to remove the user session from the standby unit. An error occurred when an attempt was made to remove a WebVPN user record from the standby unit.

- **(device)**—Either the WebVPN primary or the WebVPN secondary Secure Firewall Threat Defense device

- **user_name**—Name of the user
- **ip_address**—IP address of the remote user

Recommended Action Use the **show vpn-sessiondb detail webvpn** command for a regular WebVPN user, or the **show vpn-sessiondb detail svc** command for a WebVPN SVC user on both the active and standby units. Check whether there is any discrepancy. Resynchronize the standby unit, if needed, by using the **write standby** command on the active unit.



CHAPTER 10

Syslog Messages 722001 to 776254

This chapter contains the following sections:

Messages 722001 to 722056

This section includes messages from 722001 to 722056.

722001

Error Message `%FTD-4-722001: IP IP_address Error parsing SVC connect request.`

Explanation The request from the SVC was invalid.

Recommended Action Research as necessary to determine if this error was caused by a defect in the SVC, an incompatible SVC version, or an attack against the device.

722002

Error Message `%FTD-4-722002: IP IP_address Error consolidating SVC connect request.`

Explanation There is not enough memory to perform the action.

Recommended Action Purchase more memory, upgrade the device, or reduce the load on the device.

722003

Error Message `%FTD-4-722003: IP IP_address Error authenticating SVC connect request.`

Explanation The user took too long to download and connect.

Recommended Action Increase the timeouts for session idle and maximum connect time.

722004

Error Message `%FTD-4-722004: Group group User user-name IP IP_address Error responding to SVC connect request.`

Explanation There is not enough memory to perform the action.

Recommended Action Purchase more memory, upgrade the device, or reduce the load on the device.

722005

Error Message `%FTD-5-722005: Group group User user-name IP IP_address Unable to update session information for SVC connection.`

Explanation There is not enough memory to perform the action.

Recommended Action Purchase more memory, upgrade the device, or reduce the load on the device.

722006

Error Message `%FTD-5-722006: Group group User user-name IP IP_address Invalid address IP_address assigned to SVC connection.`

Explanation An invalid address was assigned to the user.

Recommended Action Verify and correct the address assignment, if possible. Otherwise, notify your network administrator or escalate this issue according to your security policy. For additional assistance, contact the Cisco TAC.

722007

Error Message `%FTD-3-722007: Group group User user-name IP IP_address SVC Message: type-num /ERROR: message`

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal

- 16—Logout

- 17—Closed due to error

- 18—Closed due to rekey

- 1-15, 19-31—Reserved and unused

- **message**—A text message from the SVC

Recommended Action None required.

722008

Error Message `%FTD-3-722008: Group group User user-name IP IP_address SVC Message: type-num /ERROR: message`

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal

- 16—Logout

- 17—Closed due to error

- 18—Closed due to rekey

- 1-15, 19-31—Reserved and unused

- **message**—A text message from the SVC

Recommended Action None required.

722009

Error Message `%FTD-3-722009: Group group User user-name IP IP_address SVC Message: type-num /ERROR: message`

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal

- 16—Logout

- 17—Closed due to error

- 18—Closed due to rekey

- 1-15, 19-31—Reserved and unused

- **message**—A text message from the SVC

Recommended Action None required.

722010

Error Message `%FTD-5-722010: Group group User user-name IP IP_address SVC Message: type-num /NOTICE: message`

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal

- 16—Logout

- 17—Closed due to error

- 18—Closed due to rekey

- 1-15, 19-31—Reserved and unused

- **message**—A text message from the SVC

Recommended Action None required.

722011

Error Message `%FTD-5-722011: Group group User user-name IP IP_address SVC Message: type-num /NOTICE: message`

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal

- 16—Logout

- 17—Closed due to error

- 18—Closed due to rekey

- 1-15, 19-31—Reserved and unused

- **message**—A text message from the SVC

Recommended Action None required.

722012

Error Message `%FTD-5-722012: Group group User user-name IP IP_address SVC Message: type-num /INFO: message`

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal

- 16—Logout

- 17—Closed due to error

- 18—Closed due to rekey

- 1-15, 19-31—Reserved and unused

- **message**—A text message from the SVC

Recommended Action None required.

722013

Error Message `%FTD-6-722013: Group group User user-name IP IP_address SVC Message: type-num /INFO: message`

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal

- 16—Logout

- 17—Closed due to error

- 18—Closed due to rekey

- 1-15, 19-31—Reserved and unused

• **message**—A text message from the SVC

Recommended Action None required.

722014

Error Message `%FTD-6-722014: Group group User user-name IP IP_address SVC Message: type-num /INFO: message`

Explanation The SVC issued a message.

• **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal.

- 16—Logout

- 17—Closed due to error

- 18—Closed due to rekey

- 1-15, 19-31—Reserved and unused

• **message**—A text message from the SVC

Recommended Action None required.

722015

Error Message `%FTD-4-722015: Group group User user-name IP IP_address Unknown SVC frame type: type-num`

Explanation The SVC sent an invalid frame type to the device, which might be caused by an SVC version incompatibility.

• **type-num—**The number identifier of the frame type

Recommended Action Verify the SVC version.

722016

Error Message `%FTD-4-722016: Group group User user-name IP IP_address Bad SVC frame length: length expected: expected-length`

Explanation The expected amount of data was not available from the SVC, which might be caused by an SVC version incompatibility.

Recommended Action Verify the SVC version.

722017

Error Message `%FTD-4-722017: Group group User user-name IP IP_address Bad SVC framing: 525446, reserved: 0`

Explanation The SVC sent a badly framed datagram, which might be caused by an SVC version incompatibility.

Recommended Action Verify the SVC version.

722018

Error Message `%FTD-4-722018: Group group User user-name IP IP_address Bad SVC protocol version: version , expected: expected-version`

Explanation The SVC sent a version unknown to the device, which might be caused by an SVC version incompatibility.

Recommended Action Verify the SVC version.

722019

Error Message `%FTD-4-722019: Group group User user-name IP IP_address Not enough data for an SVC header: length`

Explanation The expected amount of data was not available from the SVC, which might be caused by an SVC version incompatibility.

Recommended Action Verify the SVC version.

722020

Error Message `%FTD-3-722020: TunnelGroup tunnel_group GroupPolicy group_policy User user-name IP IP_address No address available for SVC connection`

Explanation Address assignment failed for the AnyConnect session. No IP addresses are available.

- **tunnel_group—**The name of the tunnel group that the user was assigned to or used to log in
- *group_policy* —The name of the group policy that the user was assigned to
- *user-name* —The name of the user with which this message is associated
- *IP_address* —The public IP (Internet) address of the client machine

Recommended Action Check the configuration listed in the **ip local ip** command to see if enough addresses exist in the pools that have been assigned to the tunnel group and the group policy. Check the DHCP configuration and status. Check the address assignment configuration. Enable IPAA syslog messages to determine why the AnyConnect client cannot obtain an IP address.

722028

Error Message `%FTD-5-722028: Group group User user-name IP IP_address Stale SVC connection closed.`

Explanation An unused SVC connection was closed.

Recommended Action None required. However, the client may be having trouble connecting if multiple connections are established. The SVC log should be examined.

722029

Error Message `%FTD-7-722029: Group group User user-name IP IP_address SVC Session Termination: Conns: connections , DPD Conns: DPD_conns , Comp resets: compression_resets , Dcmp resets: decompression_resets`

Explanation The number of connections, reconnections, and resets that have occurred are reported. If **connections** is greater than 1 or the number of **DPD_conns**, **compression_resets,** or **decompression_resets** is greater than 0, it may indicate network reliability problems, which may be beyond the control of the Secure Firewall Threat Defense administrator. If there are many connections or DPD connections, the user may be having problems connecting and may experience poor performance.

- **connections—**The total number of connections during this session (one is normal)
- **DPD_conns—**The number of reconnections due to DPD
- **compression_resets—**The number of compression history resets
- **decompression_resets—**The number of decompression history resets

Recommended Action The SVC log should be examined. You may want to research and take appropriate action to resolve possible network reliability problems.

722030

Error Message `%FTD-7-722030: Group group User user-name IP IP_address SVC Session Termination: In: data_bytes (+ctrl_bytes ) bytes, data_pkts (+ctrl_pkts ) packets, drop_pkts drops`

Explanation End-of-session statistics are being recorded.

- **data_bytes—**The number of inbound (from SVC) data bytes
- **ctrl_bytes—**The number of inbound control bytes
- **data_pkts—**The number of inbound data packets
- **ctrl_pkts—**The number of inbound control packets
- **drop_pkts—**The number of inbound packets that were dropped

Recommended Action None required.

722031

Error Message `%FTD-7-722031: Group group User user-name IP IP_address SVC Session Termination: Out: data_bytes (+ctrl_bytes ) bytes, data_pkts (+ctrl_pkts ) packets, drop_pkts drops.`

Explanation End-of-session statistics are being recorded. The statistics include data bytes, control packet bytes, data packets, control packets, and dropped packets.

- **data_bytes—**The number of outbound (to SVC) data bytes
- **ctrl_bytes—**The number of outbound control bytes
- **data_pkts—**The number of outbound data packets
- **ctrl_pkts—**The number of outbound control packets
- **drop_pkts—**The number of outbound packets that were dropped

In some cases, the dropped packets count is more than the overall data and control packets because this syslog does not provide the break-down of the dropped packets. Few examples of such instances:

```
2020-09-30T09:06:09.254798+00:00 local4.err pg122d-vpn116 %ASA-3-722031: Group <GP_1> User
<xxxxxxxxxxxx.xxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 800808 (+32)
bytes, 1957 (+4) packets, 3358 drops.

2020-09-30T08:53:11.359833+00:00 local4.err srr10c-vpn103 %ASA-3-722031: Group <GP_2> User
<xxxxxxxxxxxx.xxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 413194 (+32)
bytes, 1540 (+4) packets, 2059 drops.

2020-09-30T08:37:59.287415+00:00 local4.err srr10c-vpn115 %ASA-3-722031: Group <GP_3> User
<xxxxxxxxxxxx.xxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 571473 (+48)
bytes, 1283 (+6) packets, 1323 drops.

2020-09-30T08:31:48.105943+00:00 local4.err srr10c-vpn114 %ASA-3-722031: Group <GP_4> User
<xxxxxxxxxxxx.xxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 131566 (+0)
bytes, 283 (+0) packets, 320 drops.

2020-09-30T08:28:38.053003+00:00 local4.err pg122d-vpn117 %ASA-3-722031: Group <GP_5> User
<xxxxxxxxxxxx.xxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 497446 (+23)
bytes, 1048 (+1) packets, 1128 drops.

2020-09-30T07:45:43.044373+00:00 local4.err srr10c-vpn114 %ASA-3-722031: Group <GP_6> User
<xxxxxxxxxxxx.xxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 153165 (+16)
bytes, 398 (+2) packets, 1045 drops.
```

Recommended Action None required.

722032

Error Message `%FTD-5-722032: Group` *`group`* `User` *`user-name`* `IP` *`IP_address`* `New SVC connection replacing old connection.`

Explanation A new SVC connection is replacing an existing one. You may be having trouble connecting.

Recommended Action Examine the SVC log.

722033

Error Message `%FTD-5-722033: Group` *`group`* `User` *`user-name`* `IP` *`IP_address`* `First SVC connection established for SVC session.`

Explanation The first SVC connection was established for the SVC session.

Recommended Action None required.

722034

Error Message `%FTD-5-722034: Group` *`group`* `User` *`user-name`* `IP` *`IP_address`* `New SVC connection, no existing connection.`

Explanation A reconnection attempt has occurred. An SVC connection is replacing a previously closed connection. There is no existing connection for this session because the connection was already dropped by the SVC or the Secure Firewall Threat Defense device. You may be having trouble connecting.

Recommended Action Examine the Secure Firewall Threat Defense device log and SVC log.

722035

Error Message `%FTD-3-722035: Group group User user-name IP IP_address Received large packet length (threshold num ).`

Explanation A large packet was received from the client.

- **length—**The length of the large packet
- **num—**The threshold

Recommended Action Enter the **anyconnect ssl df-bit-ignore enable** command under the group policy to allow the Secure Firewall Threat Defense device to fragment the packets arriving with the DF bit set.

722036

Error Message `%FTD-6-722036: Group group User user-name IP IP_address Transmitting large packet length (threshold num ).`

Explanation A large packet was sent to the client. The source of the packet may not be aware of the MTU of the client. This could also be due to compression of non-compressible data.

- **length—**The length of the large packet
- **num—**The threshold

Recommended Action Turn off SVC compression, otherwise, none required.

722037

Error Message `%FTD-5-722037: Group group User user-name IP IP_address SVC closing connection: reason .`

Explanation An SVC connection was terminated for the given reason. This behavior may be normal, or you may be having trouble connecting.

- **reason—**The reason that the SVC connection was terminated

Recommended Action Examine the SVC log.

722038

Error Message `%FTD-5-722038: Group group-name User user-name IP IP_address SVC terminating session: reason .`

Explanation An SVC session was terminated for the given reason. This behavior may be normal, or you may be having trouble connecting.

- **reason—**The reason that the SVC session was terminated

Recommended Action Examine the SVC log if the reason for termination was unexpected.

722041

Error Message `%FTD-4-722041: TunnelGroup tunnel_group GroupPolicy group_policy User username IP peer_address No IPv6 address available for SVC connection.`

Explanation An IPv6 address was not available for assignment to the remote SVC client.

- *n* —The SVC connection identifier

Recommended Action Augment or create an IPv6 address pool, if desired.

722042

Error Message `%FTD-4-722042: Group group User user IP ip Invalid Cisco SSL Tunneling Protocol version.`

Explanation An invalid SVC or AnyConnect client is trying to connect.

- *group* —The name of the group policy with which the user is trying to connect
- *user* —The name of the user who is trying to connect
- *ip* —The IP address of the user who is trying to connect

Recommended Action Validate that the SVC or AnyConnect client is compatible with the Secure Firewall Threat Defense device.

722043

Error Message `%FTD-5-722043: Group group User user IP ip DTLS disabled: unable to negotiate cipher.`

Explanation The DTLS (UDP transport) cannot be established. The SSL encryption configuration was probably changed.

- *group* —The name of the group policy with which the user is trying to connect
- *user* —The name of the user who is trying to connect
- *ip* —The IP address of the user who is trying to connect

Recommended Action Revert the SSL encryption configuration. Make sure there is at least one block cipher (AES, DES, or 3DES) in the SSL encryption configuration.

722044

Error Message `%FTD-5-722044: Group group User user IP ip Unable to request ver address for SSL tunnel.`

Explanation An IP address cannot be requested because of low memory on the Secure Firewall Threat Defense device.

- *group* —The name of the group policy with which the user is trying to connect
- *user* —The name of the user who is trying to connect
- *ip* —The IP address of the user who is trying to connect
- *ver* —Either IPv4 or IPv6, based on the IP address version being requested

Recommended Action Reduce the load on the Secure Firewall Threat Defense device or add more memory.

722045

Error Message `%FTD-3-722045: Connection terminated: no SSL tunnel initialization data.`

Explanation Data to establish a connection is missing. This is a defect in the Secure Firewall Threat Defense software.

Recommended Action Contact the Cisco TAC for assistance.

722046

Error Message `%FTD-3-722046: Group group User user IP ip Session terminated: unable to establish tunnel.`

Explanation The Secure Firewall Threat Defense device cannot set up connection parameters. This is a defect in the Secure Firewall Threat Defense software.

- *group* —The name of the group policy with which the user is trying to connect
- *user* —The name of the user who is trying to connect
- *ip* —The IP address of the user who is trying to connect

Recommended Action Contact the Cisco TAC for assistance.

722047

Error Message `%FTD-4-722047: Group group User user IP ip Tunnel terminated: SVC not enabled or invalid SVC image on the ASA.`

Explanation The user logged in via the web browser and tried to start the SVC or AnyConnect client. The SVC service is not enabled globally, or the SVC image is invalid or corrupted. The tunnel connection has been terminated, but the clientless connection remains.

- *group* —The name of the group policy with which the user is trying to connect
- *user* —The name of the user who is trying to connect
- *ip* —The IP address of the user who is trying to connect

Recommended Action Enable the SVC globally using the **svc enable** command. Validate the integrity of versions of the SVC images by reloading new images using the **svc image** command.

722048

Error Message `%FTD-4-722048: Group group User user IP ip Tunnel terminated: SVC not enabled for the user.`

Explanation The user logged in via the web browser, and tried to start the SVC or AnyConnect client. The SVC service is not enabled for this user. The tunnel connection has been terminated, but the clientless connection remains.

- *group* —The name of the group policy with which the user is trying to connect
- *user* —The name of the user who is trying to connect
- *ip* —The IP address of the user who is trying to connect

Recommended Action Enable the service for this user using the **group-policy** and **username** commands.

722049

Error Message `%FTD-4-722049: Group group User user IP ip Session terminated: SVC not enabled or invalid image on the ASA.`

Explanation The user logged in via the AnyConnect client. The SVC service is not enabled globally, or the SVC image is invalid or corrupted. The session connection has been terminated.

- *group* —The name of the group policy with which the user is trying to connect
- *user* —The name of the user who is trying to connect
- *ip* —The IP address of the user who is trying to connect

Recommended Action Enable the SVC globally using the **svc-enable** command. Validate the integrity and versions of the SVC images by reloading new images using the **svc image** command.

722050

Error Message `%FTD-4-722050: Group group User user IP ip Session terminated: SVC not enabled for the user.`

Explanation The user logged in through the AnyConnect client. The SVC service is not enabled for this user. The session connection has been terminated.

- *group* —The name of the group policy with which the user is trying to connect
- *user* —The name of the user who is trying to connect
- *ip* —The IP address of the user who is trying to connect

Recommended Action Enable the service for this user using the **group-policy** and **username** commands.

722051

Error Message `%FTD-6-722051: Group group-policy User username IP public-ip IPv4 Address assigned-ip IPv6 Address assigned-ip  assigned to session`

Explanation The specified address has been assigned to the given user.

- *group-policy* —The group policy that allowed the user to gain access
- *username* —The name of the user
- *public-ip* —The public IP address of the connected client
- *assigned-ip* —The IPv4 or IPv6 address that is assigned to the client

Recommended Action None required.

722053

Error Message `%FTD-6-722053: Group g User u IP ip Unknown client user-agent connection.`

Explanation An unknown or unsupported SSL VPN client has connected to the Secure Firewall Threat Defense device. Older clients include the Cisco SVC and the Cisco AnyConnect client earlier than Version 2.3.1.

- *g* —The group policy under which the user logged in
- *u* —The name of the user
- *ip* —The IP address of the client

- *user-agent* —The user agent (usually includes the version) received from the client

Recommended Action Upgrade to a supported Cisco SSL VPN client.

722054

Error Message `%FTD-4-722054: Group group policy User user name IP remote IP SVC terminating connection: Failed to install Redirect URL: redirect URL Redirect ACL: non_exist for assigned IP`

Explanation An error occurred for an AnyConnect VPN connection when a redirect URL was installed, and the ACL was received from the ISE, but the redirect ACL does not exist on the Secure Firewall Threat Defense device.

- *group policy* —The group policy that allowed the user to gain access
- *user name* —Username of the requester for the remote access
- *remote IP* — Remote IP address that the connection request is coming from
- *redirect URL* —The URL for the HTTP traffic redirection
- *assigned IP* —The IP address that is assigned to the user

Recommended Action Configure the redirect ACL on the Secure Firewall Threat Defense device.

722055

Error Message `%FTD-6-722055: Group group-policy User username IP public-ip Client Type: user-agent`

Explanation The indicated user is attempting to connect with the given user-agent.

- *group-policy* —The group policy that allowed the user to gain access
- *username* —The name of the user
- *public-ip* —The public IP address of the connected client
- *user-agent* —The user-agent string provided by the connecting client. Usually includes the AnyConnect version and host operating system for AnyConnect clients.

Recommended Action None required.

722056

Error Message `%FTD-4-722055: Unsupported AnyConnect client connection rejected from ip address. Client info: user-agent string. Reason: reason`

Explanation This syslog indicates that an AnyConnect client connection is rejected. The reason for this is provided in the syslog along with the client information.

- *ip address* —IP address from which a connection with the old client is attempted,
- *user- agent string* —User-Agent header in the client request. Usually includes the AnyConnect version and host operating system for AnyConnect clients
- *reason* —Reason for rejection

Recommended Action Use the client information and reason provided in the syslog to resolve the issue.

Messages 723001 to 736001

This section includes messages from 723001 to 736001.

723001

Error Message `%FTD-6-723001: Group group-name , User user-name , IP IP_address : WebVPN Citrix ICA connection connection is up.`

Explanation The Citrix connection is up.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user
- **connection—**The Citrix connection identifier

Recommended Action None required.

723002

Error Message `%FTD-6-723002: Group group-name , User user-name , IP IP_address : WebVPN Citrix ICA connection connection is down.`

Explanation The Citrix connection is down.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user
- **connection—**The Citrix connection identifier

Recommended Action No action is required when the Citrix ICA connection is terminated intentionally by the client, the server, or the Secure Firewall Threat Defense administrator. However, if this is not the case, verify that the WebVPN session in which the Citrix ICA connection is set up is still active. If it is inactive, then receiving this message is normal. If the WebVPN session is still active, verify that the ICA client and Citrix server both work correctly and that there is no error displayed. If not, bring either or both up or respond to any error. If this message is still received, contact the Cisco TAC and provide the following information:

- Network topology
- Delay and packet loss
- Citrix server configuration
- Citrix ICA client information
- Steps to reproduce the problem
- Complete text of all associated messages

723003

Error Message `%FTD-7-723003: No memory for WebVPN Citrix ICA connection connection .`

Explanation The Secure Firewall Threat Defense device is running out of memory. The Citrix connection was rejected.

- **connection—**The Citrix connection identifier

Recommended Action Verify that the Secure Firewall Threat Defense device is working correctly. Pay special attention to memory and buffer usage. If the Secure Firewall Threat Defense device is under heavy load, buy more memory and upgrade the Secure Firewall Threat Defense device or reduce the load on the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

723004

Error Message `%FTD-7-723004: WebVPN Citrix encountered bad flow control` *`flow`* `.`

Explanation The Secure Firewall Threat Defense device encountered an internal flow control mismatch, which can be caused by massive data flow, such as might occur during stress testing or with a high volume of ICA connections.

Recommended Action Reduce ICA connectivity to the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

723005

Error Message `%FTD-7-723005: No channel to set up WebVPN Citrix ICA connection.`

Explanation The Secure Firewall Threat Defense device was unable to create a new channel for Citrix.

Recommended Action Verify that the Citrix ICA client and the Citrix server are still alive. If not, bring them back up and retest. Check the Secure Firewall Threat Defense device load, paying special attention to memory and buffer usage. If the Secure Firewall Threat Defense device is under heavy load, upgrade the Secure Firewall Threat Defense device, add memory, or reduce the load. If the problem persists, contact the Cisco TAC.

723006

Error Message `%FTD-7-723006: WebVPN Citrix SOCKS errors.`

Explanation An internal Citrix SOCKS error has occurred on the Secure Firewall Threat Defense device.

Recommended Action Verify that the Citrix ICA client is working correctly. In addition, check the network connection status between the Citrix ICA client and the Secure Firewall Threat Defense device, paying attention to packet loss. Resolve any abnormal network conditions. If the problem persists, contact the Cisco TAC.

723007

Error Message `%FTD-7-723007: WebVPN Citrix ICA connection` *`connection`* `list is broken.`

Explanation The Secure Firewall Threat Defense device internal Citrix connection list is broken.

- **connection—**The Citrix connection identifier

Recommended Action Verify that the Secure Firewall Threat Defense device is working correctly, paying special attention to memory and buffer usage. If the Secure Firewall Threat Defense device is under heavy load, upgrade the Secure Firewall Threat Defense device, add memory, or reduce the load. If the problem persists, contact the Cisco TAC.

723008

Error Message `%FTD-7-723008: WebVPN Citrix ICA SOCKS Server server is invalid.`

Explanation An attempt was made to access a Citrix Socks server that does not exist.

- **server**—The Citrix server identifier

Recommended Action Verify that the Secure Firewall Threat Defense device is working correctly. Note whether or not there is any memory or buffer leakage. If this issue occurs frequently, capture information about memory usage, network topology, and the conditions during which this message is received. Send this information to the Cisco TAC for review. Make sure that the WebVPN session is still up while this message is being received. If not, determine the reason that the WebVPN session is down. If the Secure Firewall Threat Defense device is under heavy load, upgrade the Secure Firewall Threat Defense device, add memory, or reduce the load. If the problem persists, contact the Cisco TAC.

723009

Error Message `%FTD-7-723009: Group group-name , User user-name , IP IP_address : WebVPN Citrix received data on invalid connection connection .`

Explanation Data was received on a Citrix connection that does not exist.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user
- **connection—**The Citrix connection identifier

Recommended Action The original published Citrix application connection was probably terminated, and the remaining active published applications lost connectivity. Restart all published applications to generate a new Citrix ICA tunnel. If the Secure Firewall Threat Defense device is under heavy load, upgrade the Secure Firewall Threat Defense device, add memory, or reduce the load. If the problem persists, contact the Cisco TAC.

723010

Error Message `%FTD-7-723010: Group group-name , User user-name , IP IP_address : WebVPN Citrix received closing channel channel for invalid connection connection .`

Explanation An abort was received on a nonexistent Citrix connection, which can be caused by massive data flow (such as stress testing) or a high volume of ICA connections, especially during network delay or packet loss.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user
- channel—The Citrix channel identifier
- **connection—**The Citrix connection identifier

Recommended Action Reduce the number of ICA connections to the Secure Firewall Threat Defense device, obtain more memory for the Secure Firewall Threat Defense device, or resolve the network problems.

723011

Error Message `%FTD-7-723011: Group group-name , User user-name , IP IP_address : WebVPN Citrix receives bad SOCKS socks message length msg-length. Expected length is exp-msg-length .`

Explanation The Citrix SOCKS message length is incorrect.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user

Recommended Action Verify that the Citrix ICA client is working correctly. In addition, check the network connection status between the ICA client and the Secure Firewall Threat Defense device, paying attention to packet loss. After resolving any abnormal network conditions, if the problem still exists, contact the Cisco TAC.

723012

Error Message `%FTD-7-723012: Group group-name , User user-name , IP IP_address : WebVPN Citrix received bad SOCKS socks message format.`

Explanation The Citrix SOCKS message format is incorrect.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user

Recommended Action Verify that the Citrix ICA client is working correctly. In addition, check the network connection status between the ICA client and the Secure Firewall Threat Defense device, paying attention to packet loss. After resolving any abnormal network conditions, if the problem still exists, contact the Cisco TAC.

723013

Error Message `%FTD-7-723013: WebVPN Citrix encountered invalid connection connection during periodic timeout.`

Explanation The Secure Firewall Threat Defense internal Citrix timer has expired, and the Citrix connection is invalid.

- **connection—**The Citrix connection identifier

Recommended Action Check the network connection between the Citrix ICA client and the Secure Firewall Threat Defense device, and between the Secure Firewall Threat Defense device and the Citrix server. Resolve any abnormal network conditions, especially delay and packet loss. Verify that the Secure Firewall Threat Defense device works correctly, paying special attention to memory or buffer problems. If the Secure Firewall Threat Defense device is under heavy load, obtain more memory, upgrade the Secure Firewall Threat Defense device, or reduce the load. If the problem persists, contact the Cisco TAC.

723014

Error Message `%FTD-7-723014: Group group-name , User user-name , IP IP_address : WebVPN Citrix TCP connection connection to server server on channel channel initiated.`

Explanation The Secure Firewall Threat Defense internal Citrix Secure Gateway is connected to the Citrix server.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user
- **connection—**The connection name
- server—The Citrix server identifier
- channel—The Citrix channel identifier (hexadecimal)

Recommended Action None required.

724001

Error Message `%FTD-4-724001: Group group-name User user-name IP IP_address WebVPN session not allowed. Unable to determine if Cisco Secure Desktop was running on the client's workstation.`

Explanation The session was not allowed because an error occurred during processing of the CSD Host Integrity Check results on the Secure Firewall Threat Defense device.

- **group-name**—The name of the group
- **user-name**—The name of the user
- **IP_address**—The IP address

Recommended Action Determine whether the client firewall is truncating long URLs. Uninstall CSD from the client and reconnect to the Secure Firewall Threat Defense device.

724002

Error Message `%FTD-4-724002: Group group-name User user-name IP IP_address WebVPN session not terminated. Cisco Secure Desktop was not running on the client's workstation.`

Explanation CSD is not running on the client machine.

- **group-name**—The name of the group
- **user-name**—The name of the user
- **IP_address**—The IP address

Recommended Action Verify that the end user can install and run CSD on the client machine.

725001

Error Message `%FTD-6-725001: Starting SSL handshake with peer-type interface :src-ip /src-port to dst-ip /dst-port for protocol session.`

Explanation The SSL handshake has started with the remote device, which can be a client or server.

- **peer-type—**Either the server or the client, depending on the device that initiated the connection

- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- **dst-ip**—The destination IP address
- **dst-port**—The destination port number
- **protocol**—The SSL version used for the SSL handshake

Recommended Action None required.

725002

Error Message `%FTD-6-725002: Device completed SSL handshake with peer-type interface :src-ip /src-port to dst-ip /dst-port for protocol-version session`

Explanation The SSL handshake has completed successfully with the remote device.

- **peer-type—**Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number
- *protocol-version* —The version of the SSL protocol being used: SSLv3, TLSv1, DTLSv1, TLSv1.1 or TLSv1.2

Recommended Action None required.

725003

Error Message `%FTD-6-725003: SSL peer-type interface :src-ip /src-port to dst-ip /dst-port request to resume previous session.`

Explanation The remote device is trying to resume a previous SSL session.

- **peer-type—**Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action None required.

725004

Error Message `%FTD-6-725004: Device requesting certificate from SSL peer-type interface :src-ip /src-port to dst-ip /dst-port for authentication.`

Explanation The Secure Firewall Threat Defense device has requested a client certificate for authentication.

- **peer-type—**Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using

- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action None required.

725005

Error Message `%FTD-6-725005: SSL peer-type interface :src-ip /src-port to dst-ip /dst-port requesting our device certificate for authentication.`

Explanation The server has requested the certificate of the Secure Firewall Threat Defense device for authentication.

- **peer-type—**Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action None required.

725006

Error Message `%FTD-6-725006: Device failed SSL handshake with peer-type interface :src-ip /src-port to dst-ip /dst-port`

Explanation The SSL handshake with the remote device has failed.

- **peer-type—**Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action Look for syslog message 725014, which indicates the reason for the failure.

725007

Error Message `%FTD-6-725007: SSL session with peer-type interface :src-ip /src-port to dst-ip /dst-port terminated.`

Explanation The SSL session has terminated.

- **peer-type—**Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address

- *dst-port* —The destination port number

Recommended Action None required.

725008

Error Message `%FTD-7-725008: SSL peer-type interface :src-ip /src-port to dst-ip /dst-port proposes the following n cipher(s).`

Explanation The number of ciphers proposed by the remote SSL device are listed.

- **peer-type—**Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number
- *n* —The number of supported ciphers

Recommended Action None required.

725009

Error Message `%FTD-7-725009 Device proposes the following n cipher(s) peer-type interface :src-ip /src-port to dst-ip /dst-port .`

Explanation The number of ciphers proposed to the SSL server are listed.

- **peer-type—**Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number
- *n* —The number of supported ciphers

Recommended Action None required.

725010

Error Message `%FTD-7-725010: Device supports the following n cipher(s).`

Explanation The number of ciphers supported by the Secure Firewall Threat Defense device for an SSL session are listed.

- **n**—The number of supported ciphers

Recommended Action None required.

725011

Error Message `%FTD-7-725011 Cipher[order ]: cipher_name`

Explanation Always following messages 725008, 725009, and 725010, this message indicates the cipher name and its order of preference.

- **order**—The order of the cipher in the cipher list
- **cipher_name—**The name of the OpenSSL cipher from the cipher list

Recommended Action None required.

725012

Error Message `%FTD-7-725012: Device chooses cipher cipher for the SSL session with peer-type interface :src-ip /src-port to dst-ip /dst-port.`

Explanation The cipher that was chosen by the Cisco device for the SSL session is listed.

- **cipher—**The name of the OpenSSL cipher from the cipher list
- **peer-type—**Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action None required.

725013

Error Message `%FTD-7-725013 SSL peer-type interface :src-ip /src-port to dst-ip /dst-port chooses cipher cipher`

Explanation The cipher that was chosen by the server for the SSL session is identified.

- **peer-type—**Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number
- **cipher—**The name of the OpenSSL cipher from the cipher list

Recommended Action None required.

725014

Error Message `%FTD-7-725014 SSL lib error. Function: function Reason: reason`

Explanation The reason for failure of the SSL handshake is indicated.

- **function**—The function name where the failure is reported
- **reason**—The description of the failure condition

Recommended Action Include this message when reporting any SSL-related issue to the Cisco TAC.

725015

Error Message `%FTD-3-725015 Error verifying client certificate. Public key size in client certificate exceeds the maximum supported key size.`

Explanation The verification of an SSL client certificate failed because of an unsupported (large) key size.

Recommended Action Use client certificates with key sizes that are less than or equal to 4096 bits.

725016

Error Message `%FTD-6-725016: Device selects trust-point trustpoint for peer-type interface :src-ip /src-port to dst-ip /dst-port`

Explanation With server-name indication (SNI), the certificate used for a given connection may not be the certificate configured on the interface. There is also no indication of which certificate trustpoint has been selected. This syslog gives an indication of the trustpoint used by the connection (given by *interface* :*src-ip* /*src-port*).

- *trustpoint* —The name of the configured trustpoint that is being used for the specified connection
- *interface* —The name of the interface on the Secure Firewall Threat Defense device
- *src-ip* —The IP address of the peer
- *src-port* —The port number of the peer
- *dst-ip* —The IP address of the destination
- *dst-port* —The port number of the destination

Recommended Action None required.

725017

Error Message `%FTD-7-725017: No certificates received during the handshake with %s %s :%B /%d to %B /%d for %s session`

Explanation A remote client has not sent a valid certificate.

- *remote_device* —Identifies whether a handshake is performed with the client or server
- *ctm->interface* —The interface name on which the handshake is sent
- *ctm->src_ip* —The IP address of the SSL server, which will communicate with the client
- *ctm->src_port* —The port of the SSL server, which will communicate with the client
- *ctm->dst_ip* —The IP address of the client
- *ctm->dst_port* —The port of the client through which it responds
- *s->method->version* —The protocol version involved in the transaction (SSLv3, TLSv1, or DTLSv1)

Recommended Action None required.

725021

Error Message `%FTD-7-725021: Device preferring cipher-suite cipher(s). Connection info: interface :src-ip /src-port to dst-ip /dst-port`

Explanation The cipher suites being preferred when negotiating the handshake is listed in this message.

- **cipher-suite**—Preferred cipher suite string

- **interface**—The interface name that the SSL session is using
- **src-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- **dst-ip**—The destination IPv4 or IPv6 address
- **dst-port**—The destination port number

Following is a list of prefered cipher suite strings that are used when negotiating the handshake:

- server
- SUITE-B
- ChaCha20
- client
- SHA-256 hash

Recommended Action None required.

725022

Error Message `%FTD-7-725022: Device skipping cipher : cipher - reason. Connection info: interface :src-ip /src-port to dst-ip /dst-port`

Explanation This syslog displays the reason for skipping a particular cipher in a list of cipher suites when negotiating the handshake.

- **cipher-suite**—Preferred cipher suite string
- **reason**—Reason for skipping a cipher.
- **interface**—The interface name that the SSL session is using
- **src-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- **dst-ip**—The destination IPv4 or IPv6 address
- **dst-port**—The destination port number

Following list provides few example reason for skipping a particular cipher:

- Ephemeral EC key is not compatible with trust-point <trust point>
- Not supported by protocol version
- PSK server callback is not set
- Not permitted by security callbacks
- ECDHE-ECDSA is broken on Safari
- Cipher suite does not use SHA256

- Unknown cipher
- Wrong cipher
- Message digest changed
- Ciphersuite from previous session not selected

Recommended Action None required.

726001

Error Message `%FTD-6-726001: Inspected im_protocol im_service Session between Client im_client_1 and im_client_2 Packet flow from src_ifc :/sip /sport to dest_ifc :/dip /dport Action: action Matched Class class_map_id class_map_name`

Explanation An IM inspection was performed on an IM message and the specified criteria were satisfied. The configured action is taken.

- *im_protocol* —MSN IM or Yahoo IM
- *im_service* —The IM services, such as chat, conference, file transfer, voice, video, games, or unknown
- *im_client_1* , *im_client_2* —The client peers that are using the IM service in the session: *client_login_name* or "?"
- *src_ifc* —The source interface name
- *sip* —The source IP address
- *sport* —The source port
- *dest_ifc* —The destination interface name
- *dip* —The destination IP address
- *dport* —The destination port
- *action* —The action taken: reset connection, dropped connection, or received
- *class_map_id* —The matched class-map ID
- *class_map_name* —The matched class-map name

Recommended Action None required.

733100

Error Message `%FTD-4-733100: Object drop rate rate_ID exceeded. Current burst rate is rate_val per second, max configured rate is rate_val ; Current average rate is rate_val per second, max configured rate is rate_val ; Cumulative total count is total_cnt`

Explanation The specified object in the message has exceeded the specified burst threshold rate or average threshold rate. The object can be a drop activity of a host, TCP/UDP port, IP protocol, or various drops caused by potential attacks. The Secure Firewall Threat Defense device may be under attack.

- *Object* —The general or particular source of a drop rate count, which might include the following:

- Firewall

- Bad pkts

- Rate limit

- DoS attck

- ACL drop

- Conn limit

- ICMP attk

- Scanning

- SYN attck

- Inspect

- Interface

(A citation of a particular interface object might take a number of forms. For example, you might see 80/HTTP**,** which would signify port 80, with the well-known protocol HTTP.)

- *rate_ID* —The configured rate that is being exceeded. Most objects can be configured with up to three different rates for different intervals.
- *rate_val* —A particular rate value.
- *total_cnt* —The total count since the object was created or cleared.

The following three examples show how these variables occur:

- For an interface drop caused by a CPU or bus limitation:

```
%threat defense-4-733100: [Interface] drop rate 1 exceeded. Current burst rate is 1 per
second, max configured rate is 8000; Current average rate is 2030 per second, max configured
 rate is 2000; Cumulative total count is 3930654.”
```

- For a scanning drop caused by potential attacks:

```
%threat defense-4-733100: [Scanning] drop rate-1 exceeded. Current burst rate is 10 per
second_max configured rate is 10; Current average rate is 245 per second_max configured
rate is 5; Cumulative total count is 147409 (35 instances received)
```

- For bad packets caused by potential attacks:

```
%threat defense-4-733100: [Bad pkts] drop rate 1 exceeded. Current burst rate is 0 per
second, max configured rate is 400; Current average rate is 760 per second, max configured
 rate is 100; Cumulative total count is 1938933
```

- Because of the scanning rate configured and the **threat-detection rate scanning-rate 3600 average-rate 15** command:

```
%threat defense-4-733100: [144.60.88.2] drop rate-2 exceeded. Current burst rate is 0 per
second, max configured rate is 8; Current average rate is 5 per second, max configured rate
 is 4; Cumulative total count is 38086
```

Perform the following steps according to the specified object type that appears in the message:

1. If the object in the message is one of the following:

   - Firewall
   - Bad pkts
   - Rate limit
   - DoS attck
   - ACL drop
   - Conn limit
   - ICMP attck

- Scanning
- SYN attck
- Inspect
- Interface

Recommended Action Check whether the drop rate is acceptable for the running environment.

1. Adjust the threshold rate of the particular drop to an appropriate value by using the threat-detection rate xxx command, where *xxx* is one of the following:
   - acl-drop
   - bad-packet-drop
   - conn-limit-drop
   - dos-drop
   - fw-drop
   - icmp-drop
   - inspect-drop
   - interface-drop
   - scanning-threat
   - syn-attack
2. If the object in the message is a TCP or UDP port, an IP address, or a host drop, check whether or not the drop rate is acceptable for the running environment.
3. Adjust the threshold rate of the particular drop to an appropriate value by using the threat-detection rate bad-packet-drop command.

Note If you do not want the drop rate exceed warning to appear, you can disable it by using the no threat-detection basic-threat command.

733101

Error Message `%FTD-4-733101: Object objectIP (is targeted|is attacking). Current burst rate is rate_val per second, max configured rate is rate_val ; Current average rate is rate_val per second, max configured rate is rate_val ; Cumulative total count is total_cnt.`

Explanation The Secure Firewall Threat Defense device detected that a specific host (or several hosts in the same 1024-node subnet) is either scanning the network (attacking), or is being scanned (targeted).

- *object* —Attacker or target (a specific host or several hosts in the same 1024-node subnet)
- *objectIP* —The IP address of the scanning attacker or scanned target
- *rate_val* —A particular rate value
- *total_cnt* —The total count

The following two examples show how these variables occur:

```
%threat defense-4-733101: Subnet 100.0.0.0 is targeted. Current burst rate is 200 per second,
 max configured rate is 0; Current average rate is 0 per second, max configured rate is 0;
 Cumulative total count is 2028.
%threat defense-4-733101: Host 175.0.0.1 is attacking. Current burst rate is 200 per second,
```

```
max configured rate is 0; Current average rate is 0 per second, max configured rate is 0;
Cumulative total count is 2024
```

Recommended Action For the specific host or subnet, use the **show threat-detection statistics host ip-address ip-mask** command to check the overall situation and then adjust the threshold rate of the scanning threat to the appropriate value. After the appropriate value is determined, an optional action can be taken to shun those host attackers (not subnet attacker) by configuring the **threat-detection scanning-threat shun-host** command. You may specify certain hosts or object groups in the shun-host except list. For more information, see the CLI configuration guide. If scanning detection is not desirable, you can disable this feature by using the **no threat-detection scanning** command.

733102

Error Message `%FTD-4-733102:Threat-detection adds host %I to shun list`

Explanation A host has been shunned by the threat detection engine. When the **threat-detection scanning-threat shun** command is configured, the attacking hosts will be shunned by the threat detection engine.

- *%I* —A particular hostname

The following message shows how this command was implemented:

```
%threat defense-4-733102: Threat-detection add host 11.1.1.40 to shun list
```

Recommended Action To investigate whether the shunned host is an actual attacker, use the **threat-detection statistics host ip-address** command. If the shunned host is not an attacker, you can remove the shunned host from the threat detection engine by using the **clear threat-detection shun ip address** command. To remove all shunned hosts from the threat detection engine, use the **clear shun** command.

If you receive this message because an inappropriate threshold rate has been set to trigger the threat detection engine, then adjust the threshold rate by using the **threat-detection rate scanning-threat rate-interval x average-rate y burst-rate z** command.

733103

Error Message `%FTD-4-733103: Threat-detection removes host %I from shun list`

Explanation A host has been shunned by the threat detection engine. When you use the **clear-threat-detection shun** command, the specified host will be removed from the shunned list.

- *%I* —A particular hostname

The following message shows how this command is implemented:

```
%threat defense-4-733103: Threat-detection removes host 11.1.1.40 from shun list
```

Recommended Action None required.

733104

Error Message `%FTD-4-733104: TD_SYSLOG_TCP_INTERCEPT_AVERAGE_RATE_EXCEED`

Explanation The Secure Firewall Threat Defense device is under Syn flood attack and protected by the TCP intercept mechanism, if the average rate for intercepted attacks exceeds the configured threshold. The message is showing which server is under attack and where the attacks are coming from.

Recommended Action Write an ACL to filter out the attacks.

733105

Error Message `%FTD-4-733105: TD_SYSLOG_TCP_INTERCEPT_BURST_RATE_EXCEED`

Explanation The Secure Firewall Threat Defense device is under Syn flood attack and protected by the TCP intercept mechanism, if the burst rate for intercepted attacks exceeds the configured threshold. The message is showing which server is under attack and where the attacks are coming from.

Recommended Action Write an ACL to filter out the attacks.

734001

Error Message `%FTD-6-734001: DAP: User user, Addr ipaddr , Connection connection : The following DAP records were selected for this connection: DAP record names`

Explanation The DAP records that were selected for the connection are listed.

- *user* —The authenticated username
- *ipaddr* —The IP address of the remote client
- *connection* —The type of client connection, which can be one of the following:

- IPsec

- AnyConnect

- Clientless (web browser)

- Cut-Through-Proxy

- L2TP

- *DAP record names* —The comma-separated list of the DAP record names

Recommended Action None required.

734002

Error Message `%FTD-5-734002: DAP: User user, Addr ipaddr : Connection terrminated by the following DAP records: DAP record names`

Explanation The DAP records that terminated the connection are listed.

- *user* —The authenticated username
- *ipaddr* —The IP address of the remote client
- *DAP record names* —The comma-separated list of the DAP record names

Recommended Action None required.

734003

Error Message `%FTD-7-734003: DAP: User name , Addr ipaddr : Session Attribute: attr name/value`

Explanation The AAA and endpoint session attributes that are associated with the connection are listed.

- *user* —The authenticated username
- *ipaddr* —The IP address of the remote client
- *attr/value* —The AAA or endpoint attribute name and value

Recommended Action None required.

734004

Error Message `%FTD-3-734004: DAP: Processing error: internal error code`

Explanation A DAP processing error occurred.

- *internal error code* —The internal error string

Recommended Action Enable the **debug dap errors** command and re-run DAP processing for further debugging information. If this does not resolve the issue, contact the Cisco TAC and provide the internal error code and any information about the conditions that generated the error.

735001

Error Message `%FTD-1-735001 IPMI: Cooling Fan var1 : OK`

Explanation A cooling fan has been restored to normal operation.

- *var1* —The device number markings

Recommended Action None required.

735002

Error Message `%FTD-1-735002 IPMI: Cooling Fan var1 : Failure Detected`

Explanation A cooling fan has failed.

- *var1* —The device number markings

Recommended Action Perform the following steps:

1. Check for obstructions that would prevent the fan from rotating.
2. Replace the cooling fan.
3. If the problem persists, record the message as it appears and contact the Cisco TAC.

735003

Error Message `%FTD-1-735003 IPMI: Power Supply var1 : OK`

Explanation A power supply has been restored to normal operation.

- *var1* —The device number markings

Recommended Action None required.

735004

Error Message `%FTD-1-735004 IPMI: Power Supply var1 : Failure Detected`

Explanation AC power has been lost, or the power supply has failed.

- *var1* —The device number markings

Recommended Action Perform the following steps:

1. Check for AC power failure.
2. Replace the power supply.
3. If the problem persists, record the message as it appears and contact the Cisco TAC.

735005

Error Message `%FTD-1-735005 IPMI: Power Supply Unit Redundancy OK`

Explanation Power supply unit redundancy has been restored.

Recommended Action None required.

735006

Error Message `%FTD-1-735006 IPMI: Power Supply Unit Redundancy Lost`

Explanation A power supply failure occurred. Power supply unit redundancy has been lost, but the Secure Firewall Threat Defense device is functioning normally with minimum resources. Any further failures will result in an Secure Firewall Threat Defense device shutdown.

Recommended Action To regain full redundancy, perform the following steps:

1. Check for AC power failure.
2. Replace the power supply.
3. If the problem persists, record the message as it appears and contact the Cisco TAC.

735007

Error Message `%FTD-1-735007 IPMI: CPU var1 : Temp: var2 var3 , Critical`

Explanation The CPU has reached a critical temperature.

- *var1* —The device number markings
- *var2* —The temperature value
- *var3* —Temperature value units (C, F)

Recommended Action Record the message as it appears and contact the Cisco TAC.

735008

Error Message `%FTD-1-735008 IPMI: Chassis Ambient var1 : Temp: var2 var3 , Critical`

Explanation A chassis ambient temperature sensor has reached a critical level.

- *var1* —The device number markings
- *var2* —The temperature value
- *var3* —Temperature value units (C, F)

Recommended Action Record the message as it appears and contact the Cisco TAC.

735009

Error Message `%FTD-2-735009: IPMI: Environment Monitoring has failed initialization and configuration. Environment Monitoring is not running.`

Explanation Environment monitoring has experienced a fatal error during initialization and was unable to continue.

Recommended Action Collect the output of the **show environment** and **debug ipmi** commands. Record the message as it appears and contact the Cisco TAC.

735010

Error Message `%FTD-3-735010: IPMI: Environment Monitoring has failed to update one or more of its records.`

Explanation Environment monitoring has experienced an error that temporarily prevented it from updating one or more of its records.

Recommended Action If this message appears repeatedly, collect the output from the **show environment driver** and **debug ipmi** commands. Record the message as it appears and contact the Cisco TAC.

735011

Error Message `%FTD-1-735011: Power Supply var1 : Fan OK`

Explanation The power supply fan has returned to a working operating state.

- *var1* — Fan number

Recommended Action None required.

735012

Error Message `%FTD-1-735012: Power Supply var1 : Fan Failure Detected`

Explanation The power supply fan has failed.

- *var1* — Fan number

Recommended Action Contact Cisco TAC to troubleshoot the failure. Power down the unit until this failure is resolved.

735013

Error Message `%FTD-1-735013: Voltage Channel var1 : Voltage OK`

Explanation A voltage channel has returned to a normal operating level.

- *var1* — Voltage channel number

Recommended Action None required.

735014

Error Message `%FTD-1-735014: Voltage Channel var1: Voltage Critical`

Explanation A voltage channel has changed to a critical level.

- *var1* — Voltage channel number

Recommended Action Contact Cisco TAC to troubleshoot the failure. Power down the unit until this failure is resolved.

735015

Error Message `%FTD-4-735015: CPU var1 : Temp: var2 var3 , Warm`

Explanation The CPU temperature is warmer than the normal operating range.

- *var1* —CPU Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action Continue to monitor this component to ensure that it does not reach a critical temperature.

735016

Error Message `%FTD-4-735016: Chassis Ambient var1 : Temp: var2 var3 , Warm`

Explanation The chassis temperature is warmer than the normal operating range.

- *var1* —Chassis Sensor Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action Continue to monitor this component to ensure that it does not reach a critical temperature.

735017

Error Message `%FTD-1-735017: Power Supply var1 : Temp: var2 var3 , OK`

Explanation The power supply temperature has returned to a normal operating temperature.

- *var1* —Power Supply Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action None required.

735018

Error Message `%FTD-4-735018: Power Supply var1 : Temp: var2 var3 , Critical`

Explanation The power supply has reached a critical operating temperature.

- *var1* —Power Supply Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action Contact Cisco TAC to troubleshoot the failure. Power down the unit until this failure is resolved.

735019

Error Message `%FTD-4-735019: Power Supply var1 : Temp: var2 var3 , Warm`

Explanation The power supply temperature is warmer than the normal operating range.

- *var1* —Power Supply Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action Continue to monitor this component to ensure that it does not reach a critical temperature.

735020

Error Message `%FTD-1-735020: CPU var1: Temp: var2 var3 OK`

Explanation The CPU temperature has returned to the normal operating temperature.

- *var1* —CPU Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action None required.

735021

Error Message `%FTD-1-735021: Chassis var1: Temp: var2 var3 OK`

Explanation The chassis temperature has returned to the normal operating temperature.

- *var1* —Chassis Sensor Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action None required.

735022

Error Message `%FTD-1-735022: CPU# is running beyond the max thermal operating temperature and the device will be shutting down immediately to prevent permanent damage to the CPU.`

Explanation The Secure Firewall Threat Defense device has detected a CPU running beyond the maximum thermal operating temperature, and will shut down immediately after detection.

Recommended Action The chassis and CPU need to be inspected immediately for ventilation issues.

735023

Error Message `%FTD-2-735023: ASA was previously shutdown due to the CPU complex running beyond the maximum thermal operating temperature. The chassis needs to be inspected immediately for ventilation issues.`

Explanation At boot time, the Secure Firewall Threat Defense device detected a shutdown that occurred because a CPU was running beyond the maximum safe operating temperature. Using the **show environment** command will indicate that this event has occurred.

Recommended Action The chassis need to be inspected immediately for ventilation issues.

735024

Error Message `%FTD-1-735024: IO Hub var1 : Temp: var2 var3 , OK`

Explanation The IO hub temperature has returned to the normal operating temperature.

- *ar1* - IO hub number
- *var2* - Temperature value
- *var3* – Units

Recommended Action None required.

735025

Error Message `%FTD-1-735025: IO Hub var1 : Temp: var2 var3 , Critical`

Explanation The IO hub temperature has a critical temperature.

- *ar1* - IO hub number
- *var2* - Temperature value
- *var3* – Units

Recommended Action Record the message as it appears and contact the Cisco TAC.

735026

Error Message `%FTD-4-735026: IO Hub var1 : Temp: var2 var3 , Warm`

Explanation The IO hub temperature is warmer than the normal operating range.

- *ar1* - IO hub number
- *var2* - Temperature value
- *var3* – Units

Recommended Action Continue to monitor this component to ensure that it does not reach a critical temperature.

735027

Error Message `%FTD-1-735027: CPU cpu_num Voltage Regulator is running beyond the max thermal operating temperature and the device will be shutting down immediately. The chassis and CPU need to be inspected immediately for ventilation issues.`

Explanation The Secure Firewall Threat Defense device has detected a CPU voltage regulator running beyond the maximum thermal operating temperature, and shuts down immediately after detection.

- *cpu_num* —The number to identify which CPU voltage regulator experienced the thermal event

Recommended Action The chassis and CPU need to be inspected immediately for ventilation issues.

735028

Error Message `%FTD-2-735028: ASA was previously shutdown due to a CPU Voltage Regulator running beyond the max thermal operating temperature. The chassis and CPU need to be inspected immediately for ventilation issues.`

Explanation At boot time, the Secure Firewall Threat Defense device detected a shutdown that occurred because of a CPU voltage regulator running beyond the maximum safe operating temperature. Enter the **show environment** command to indicate that this event has occurred.

Recommended Action The chassis and CPU need to be inspected immediately for ventilation issues.

735029

Error Message `%FTD-1-735029: IO Hub is running beyond the max thermal operating temperature and the device will be shutting down immediately to prevent permanent damage to the circuit.`

Explanation The Secure Firewall Threat Defense device has detected that the IO hub is running beyond the maximum thermal operating temperature, and will shut down immediately after detection.

Recommended Action The chassis and IO hub need to be inspected immediately for ventilation issues.

736001

Error Message `%FTD-2-736001: Unable to allocate enough memory at boot for jumbo-frame reservation. Jumbo-frame support has been disabled.`

Explanation Insufficient memory has been detected when jumbo frame support was being configured. As a result, jumbo-frame support was disabled.

Recommended Action Try reenabling jumbo frame support using the **jumbo-frame reservation** command. Save the running configuration and reboot the Secure Firewall Threat Defense device. If the problem persists, contact the Cisco TAC.

Messages 737001 to 776254

This section includes messages from 737001 to 776254.

737001

Error Message `%FTD-7-737001: IPAA: Received message message-type`

Explanation The IP address assignment process received a message.

- *message-type* —The message received by the IP address assignment process

Recommended Action None required.

737002

Error Message `%FTD-3-737002: IPAA: Session= session,Received unknown message num variables`

Explanation The IP address assignment process received a message.

- *session* —The session is the VPN session ID in hexadecimal.
- *num* —The identifier of the message received by the IP address assignment process

Recommended Action None required.

737003

Error Message `%FTD-5-737003: IPAA: Session= session, DHCP configured, no viable servers found for tunnel-group tunnel-group`

Explanation The DHCP server configuration for the given tunnel group is not valid.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action Validate the DHCP configuration for the tunnel group. Make sure that the DHCP server is online.

737004

Error Message `%FTD-5-737004: IPAA: Session= session, DHCP configured, request failed for tunnel-group 'tunnel-group'`

Explanation The DHCP server configuration for the given tunnel group is not valid.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action Validate the DHCP configuration for the tunnel group. Make sure that the DHCP server is online.

737005

Error Message `%FTD-6-737005: IPAA: Session= session, DHCP configured, request succeeded for tunnel-group tunnel-group`

Explanation The DHCP server request has succeeded.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action None required.

737006

Error Message `%FTD-6-737006: IPAA: Session= session, Local pool request succeeded for tunnel-group tunnel-group`

Explanation The local pool request has succeeded.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action None required.

737007

Error Message `%FTD-5-737007: IPAA: Session= session, Local pool request failed for tunnel-group tunnel-group`

Explanation The local pool request has failed. The pool assigned to the tunnel group may be exhausted.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action Validate the IP local pool configuration by using the **show ip local pool** command.

737008

Error Message `%FTD-5-737008: IPAA: Session= session, 'tunnel-group' not found`

Explanation The tunnel group was not found when trying to acquire an IP address for configuration. A software defect may cause this message to be generated.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action Check the tunnel group configuration. Contact the Cisco TAC and report the issue.

737009

Error Message `%FTD-6-737009: IPAA: Session= session, AAA assigned address ip-address , request failed`

Explanation The remote access client software requested the use of a particular address. The request to the AAA server to use this address failed. The address may be in use.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address that the client requested

Recommended Action Check the AAA server status and the status of IP local pools.

737010

Error Message `%FTD-6-737010: IPAA: Session= session, AAA assigned address ip-address , request succeeded`

Explanation The remote access client software requested the use of a particular address and successfully received this address.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address that the client requested

Recommended Action None required.

737011

Error Message `%FTD-5-737011: IPAA: Session= session, AAA assigned ip-address , not permitted, retrying`

Explanation The remote access client software requested the use of a particular address. The **vpn-addr-assign aaa** command is not configured. An alternatively configured address assignment method will be used.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address that the client requested

Recommended Action If you want to permit clients to specify their own address, enable the **vpn-addr-assign aaa** command.

737012

Error Message `%FTD-4-737012: IPAA: Session= session, Address assignment failed`

Explanation The remote access client software request of a particular address failed.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that the client requested

Recommended Action If using IP local pools, validate the local pool configuration. If using AAA, validate the configuration and status of the AAA server. If using DHCP, validate the configuration and status of the DHCP server. Increase the logging level (use notification or informational) to obtain additional messages to identify the reason for the failure.

737013

Error Message `%FTD-4-737013: IPAA: Session= session, Error freeing address ip-address , not found`

Explanation The Secure Firewall Threat Defense device tried to free an address, but it was not on the allocated list because of a recent configuration change.

- *session* —The session is the VPN session ID in hexadecimal.

- *ip-address* —The IPv4 or IPv6 address to be released

Recommended Action Validate your address assignment configuration. If this message recurs, it might be due to a software defect. Contact the Cisco TAC and report the issue.

737014

Error Message `%FTD-6-737014: IPAA: Session= session, Freeing AAA address ip-address`

Explanation The Secure Firewall Threat Defense device successfully released the IP address assigned through AAA.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address to be released

Recommended Action None required.

737015

Error Message `%FTD-6-737015: IPAA: Session= session, Freeing DHCP address ip-address`

Explanation The Secure Firewall Threat Defense device successfully released the IP address assigned through DHCP.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address to be released

Recommended Action None required.

737016

Error Message `%FTD-6-737016: IPAA: Session= session, Freeing local pool pool-name address ip-address`

Explanation The Secure Firewall Threat Defense device successfully released the IP address assigned through local pools.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address to be released
- *pool-name* —The pool to which the address is being returned to

Recommended Action None required.

737017

Error Message `%FTD-6-737017: IPAA: Session= session, DHCP request attempt num succeeded`

Explanation The Secure Firewall Threat Defense device successfully sent a request to a DHCP server.

- *session* —The session is the VPN session ID in hexadecimal.
- *num* —The attempt number

Recommended Action None required.

737018

Error Message `%FTD-5-737018: IPAA: Session= session, DHCP request attempt num failed`

Explanation The Secure Firewall Threat Defense device failed to send a request to a DHCP server.

- *session* —The session is the VPN session ID in hexadecimal.
- *num* —The attempt number

Recommended Action Validate the DHCP configuration and connectivity to the DHCP server.

737019

Error Message `%FTD-4-737019: IPAA: Session= session, Unable to get address from group-policy or tunnel-group local pools`

Explanation The Secure Firewall Threat Defense device failed to acquire an address from the local pools configured on the group policy or tunnel group. The local pools may be exhausted.

- *session* —The session is the VPN session ID in hexadecimal.

Recommended Action Validate the local pool configuration and status. Validate the group policy and tunnel group configuration of local pools.

737023

Error Message `%FTD-5-737023: IPAA: Session= session, Unable to allocate memory to store local pool address ip-address`

Explanation The Secure Firewall Threat Defense device is low on memory.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was acquired

Recommended Action The Secure Firewall Threat Defense device may be overloaded and need more memory, or there may be a memory leak caused by a software defect. Contact the Cisco TAC and report the issue.

737024

Error Message `%FTD-5-737024: IPAA: Session= session, Client requested address ip-address , already in use, retrying`

Explanation The client requested an IP address that is already in use. The request will be tried using a new IP address.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that the client requested

Recommended Action None required.

737025

Error Message `%FTD-5-737025: IPAA:Session= session, Duplicate local pool address found, ip-address in quarantine`

Explanation The IP address that was to be given to the client is already in use. The IP address has been removed from the pool and will not be reused.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was acquired

Recommended Action Validate the local pool configuration; there may be an overlap caused by a software defect. Contact the Cisco TAC and report the issue.

737026

Error Message `%FTD-6-737026: IPAA:Session= session, Client assigned ip-address from local pool pool-name`

Explanation The client has assigned the given address from a local pool.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was assigned to the client
- *pool-name*—The pool from which the address was allocated

Recommended Action None required.

737027

Error Message `%FTD-3-737027: IPAA:Session= session, No data for address request`

Explanation A software defect has been found.

- *session* —The session is the VPN session ID in hexadecimal.

Recommended Action Contact the Cisco TAC and report the issue.

737028

Error Message `%FTD-4-737028: IPAA:Session= session, Unable to send ip-address to standby: communication failure`

Explanation The active Secure Firewall Threat Defense device was unable to communicate with the standby Secure Firewall Threat Defense device. The failover pair may be out-of-sync.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was assigned to the client

Recommended Action Validate the failover configuration and status.

737029

Error Message `%FTD-6-737029: IPAA:Session= session, Added ip-address to standby`

Explanation The standby Secure Firewall Threat Defense device accepted the IP address assignment.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was assigned to the client

Recommended Action None required.

737030

Error Message `%FTD-4-737030: IPAA:Session= session, Unable to send ip-address to standby: address in use`

Explanation The standby Secure Firewall Threat Defense device has the given address already in use when the active Secure Firewall Threat Defense device attempted to acquire it. The failover pair may be out-of-sync.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was assigned to the client

Recommended Action Validate the failover configuration and status.

737031

Error Message `%FTD-6-737031: IPAA:Session= session, Removed ip-address from standby`

Explanation The standby Secure Firewall Threat Defense device cleared the IP address assignment.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was assigned to the client

Recommended Action None required.

737032

Error Message `%FTD-4-737032: IPAA:Session= session, Unable to remove ip-address from standby: address not found`

Explanation The standby Secure Firewall Threat Defense device did not have an IP address in use when the active Secure Firewall Threat Defense device attempted to release it. The failover pair may be out-of-sync.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was assigned to the client

Recommended Action Validate the failover configuration and status.

737033

Error Message `%FTD-4-737033: IPAA:Session= session, Unable to assign addr_allocator provided IP address ip_addr to client. This IP address has already been assigned by previous_addr_allocator`

Explanation The address assigned by the AAA/DHCP/local pool is already in use.

- *session* —The session is the VPN session ID in hexadecimal.
- *addr_allocator* —The DHCP/AAA/local pool
- *ip_addr* —The IP address allocated by the DHCP/AAA/local pool
- *previous_ addr_allocator* —The address allocater that already assigned the IP address (local pool, AAA, or DHCP)

Recommended Action Validate the AAA/DHCP/local pool address configurations. Overlap may occur.

737034

Error Message `%FTD-5-737034: IPAA: Session= session, <IP version> address: <explanation>`

Explanation The IP address assignment process is unable to provide an address. The <explanation> text will describe the reason.

- *session* —The session is the VPN session ID in hexadecimal.

Recommended Action Action will be based on explanation.

737035

Error Message `%FTD-7-737035: IPAA: Session= session, '<message type>' message queued`

Explanation A message is queued to the IP address assignment. This corresponds with syslog 737001. This message is not rate limited.

- *session* —The session is the VPN session ID in hexadecimal.

Recommended Action No action required.

737036

Error Message `%FTD-6-737035:IPAA: Session= session, Client assigned <address> from DHCP`

Explanation IP address assignment process has provided a DHCP provisioned address back to the VPN client. This message is not rate limited.

- *session* —The session is the VPN session ID in hexadecimal.

Recommended Action No action required.

737038

Error Message `%FTD7-737038: IPAA: Session=session, specified address ip-address was in-use, trying to get another.`

Explanation This log occurs when the AAA server (internal or external) has specified an address to assign to the user; but this address already in-use. The request is being re-queued without a specified address to fall back to DHCP or local pools.

- *session* —The VPN session ID of the requesting session.
- *ip-address* —The IPv4 or IPv6 address specified by AAA

Recommended Action None required

737200

Error Message `%FTD-7-737200: VPNFIP: Pool=pool, Allocated ip-address from pool`

Explanation This log occurs an address is allocated from a local pool.

- *pool* —The local pool name.
- *ip-address* —The IPv4 or IPv6 address specified by AAA

Recommended Action None required

737201

Error Message `%FTD-7-737201: VPNFIP: Pool=pool, Returned ip-address to pool (recycle=recycle)`

Explanation This log occurs when an address returned to a local pool. The recycle flag indicates whether this address should be re-used for the next request. For rare situation, the recycle flag will be FALSE. For example, when there is an address collision , the address has been assigned to a VPN session by other means such as by AAA or DHCP. In this case, we will not immediately try to reuse that address for the next request.

- *pool* —The local pool name.
- *ip-address* —The IPv4 or IPv6 address specified by AAA

Recommended Action None required

737202

Error Message `%FTD-3-737202: VPNFIP: Pool=pool, ERROR: message`

Explanation This log is generated when an error event is detected related to the VPN FIP database.

- *pool* —The local pool name.
- *message* —The details for the event.

Recommended Action If error is persistent, contact Cisco TAC.

737203

Error Message `%FTD-4-737203: VPNFIP: Pool=pool, WARN: message`

Explanation This log is generated to warn of an event related to the VPN FIP database.

- *pool* —The local pool name.
- *message* —The details for the event.

Recommended Action If warning is persistent, contact Cisco TAC.

737204

Error Message `%FTD-5-737204: VPNFIP: Pool=pool, NOTIFY: message`

Explanation This log is generated to notify of an event related to the VPN FIP database.

- *pool* —The local pool name.
- *message* —The details for the event.

Recommended Action None required

737205

Error Message `%FTD-6-737205: VPNFIP: Pool=pool, INFO: message`

Explanation This log is generated to inform of an event related to the VPN FIP database.

- *pool* —The local pool name.
- *message* —The details for the event.

Recommended Action None required

737206

Error Message `%FTD-7-737206: VPNFIP: Pool=pool, DEBUG: message`

Explanation This log is generated to debug an event related to the VPN FIP database.

- *pool* —The local pool name.
- *message* —The details for the event.

Recommended Action None required

737400

Error Message `%FTD-7-737400: POOLIP: Pool=pool, Allocated ip-address from pool`

Explanation This log occurs an address is allocated from a local pool.

- *pool* —The local pool name

- *ip-address* —The IPv4 or IPv6 address specified by AAA

Recommended Action None required

737401

Error Message `%FTD-7-737401: POOLIP: Pool=pool, Returned ip-address to pool (recycle=recycle).`

Explanation This log occurs an address returned to a local pool. The recycle flag indicates whether this address should be re-used for the next request. For rare situation, the recycle flag will be FALSE. For example, when there is an address collision—the address has been assigned to a VPN session by other means such as by AAA or DHCP. In this case, we will not immediately try to reuse that address for the next request.

- *pool* —The local pool name
- *ip-address* —The IPv4 or IPv6 address specified by AAA

Recommended Action None required

737402

Error Message `%FTD-4-737402: POOLIP: Pool=pool, Failed to return ip-address to pool (recycle=recycle). Reason: message`

Explanation This log occurs unable to return an address to an address pool.

- *pool* —The local pool name
- *ip-address* —The IPv4 or IPv6 address specified by AAA
- *message*—The details of the failure. (For example, address not in pool range)

Recommended Action None required

737403

Error Message `%FTD-3-737403: POOLIP: Pool=pool, ERROR: message`

Explanation This log is generated when an error event is detected related to an IP local pool database.

- *pool* —The local pool name
- *message* —The details for the event.

Recommended Action If error is persistent, contact Cisco TAC.

737404

Error Message `%FTD-4-737404: POOLIP: Pool=pool, WARN: message`

Explanation This log is generated to warn of an event related to an IP local pool database.

- *pool* —The local pool name
- *message* —The details for the event.

Recommended Action If warning is persistent, contact Cisco TAC.

737405

Error Message `%FTD-5-737405: POOLIP: Pool=pool, NOTIFY: message`

Explanation This log is generated to notify of an event related to an IP local pool database.

- *pool* —The local pool name
- *message* —The details for the event.

Recommended Action None required

737406

Error Message `%FTD-6-737406: POOLIP: Pool=pool, INFO: message`

Explanation This log is generated to inform of an event related to an IP local pool database.

- *pool* —The local pool name
- *message* —The details for the event.

Recommended Action None required

737407

Error Message `%FTD-7-737407: POOLIP: Pool=pool, DEBUG: message`

Explanation This log is generated to debug an event related to an IP local pool database.

- *pool* —The local pool name
- *message* —The details for the event.

Recommended Action None required

741000

Error Message `%FTD-6-741000: Coredump filesystem image created on variable 1 -size variable 2 MB`

Explanation A core dump file system was successfully created. The file system is used to manage core dumps by capping the amount of disk space that core dumps may use.

- *variable 1* —The file system on which the core dumps are placed (for example, disk0:, disk1:, and flash:)
- *variable 2* —The size of the created core dump file system in MB

Recommended Action Make sure that you save your configuration after creating the core dump file system.

741001

Error Message `%FTD-6-741001: Coredump filesystem image on variable 1 - resized from variable 2 MB to variable 3 MB`

Explanation The core dump file system has been successfully resized.

- *variable 1* —The file system on which the core dumps are placed
- *variable 2* —The size of the previous core dump file system in MB
- *variable 3* —The size of the current, newly resized core dump file system in MB

Recommended Action Make sure that you save your configuration after resizing the core dump file system. Resizing the core dump file system deletes the contents of the existing core dump file system. As a result, make sure that you archive any information before you resize the core dump file system.

741002

Error Message `%FTD-6-741002: Coredump log and filesystem contents cleared on variable 1`

Explanation All core dumps have been deleted from the core dump file system, and the core dump log has been cleared. The core dump file system and coredump log are always synchronized with each other.

- *variable 1* —The file system on which the core dumps are placed (for example, disk0:, disk1:,and flash:)

Recommended Action None required. You can clear the core dump file system to reset it to a known state using the **clear coredump** command.

741003

Error Message `%FTD-6-741003: Coredump filesystem and its contents removed on variable 1`

Explanation The core dump file system and its contents have been removed, and the core dump feature has been disabled.

- *variable 1* —The file system on which the core dumps are placed (for example, disk0:, disk1:,and flash:)

Recommended Action Make sure that you save your configuration after the core dump feature has been disabled.

741004

Error Message `%FTD-6-741004: Coredump configuration reset to default values`

Explanation The core dump configuration has been reset to its default value, which is disabled.

Recommended Action Make sure that you save your configuration after the core dump feature has been disabled.

741005

Error Message `%FTD-4-741005: Coredump operation variable 1 failed with error variable 2 variable 3`

Explanation An error occurred during the performance of a core dump-related operation.

- *variable 1* —This variable may have the following values:

- CREATE_FSYS—An error occurred when creating the core dump file system.

- CLEAR_LOG—An error occurred when clearing the core dump log.

- DELETE_FSYS—An error occurred when deleting the core dump file system.

- CLEAR_FSYS—An error occurred when removing the contents of the core dump file system.

- MOUNT_FSYS—An error occurred when mounting the core dump file system.

- *variable 2* —The decimal number that provides additional information about the cause of the error specified in *variable 1* .
- *variable 3* —The descriptive ASCII string associated with *variable 2*. The ASCII string can have the following values:

- coredump files already exist

- unable to create coredump filesystem

- unable to create loopback device

- filesystem type not supported

- unable to delete the coredump filesystem

- unable to delete loopback device

- unable to unmount coredump filesystem

- unable to mount coredump filesystem

- unable to mount loopback device

- unable to clear coredump filesystem

- coredump filesystem not found

- requested coredump filesystem too big

- coredump operation aborted by administrator

- coredump command execution failed

- coredump IFS error encountered

- coredump, unidentified error encountered

Recommended Action Make sure that the core dump feature is disabled in the configuration, and send the message to the Cisco TAC for further analysis.

741006

Error Message `%FTD-4-741006: Unable to write Coredump Helper configuration, reason` *`variable 1`*

Explanation An error occurred when writing to the coredump helper configuration file. This error occurs only if disk0: is full. The configuration file is located in disk0:.coredumpinfo/coredump.cfg.

- *variable 1* —This variable includes a basic file system-related string that indicates why the writing of the core dump helper configuration file failed.

Recommended Action Disable the core dump feature, remove unneeded items from disk0:, and then reenable core dumps, if desired.

742001

Error Message `%FTD-3-742001: failed to read master key for password encryption from persistent store`

Explanation An attempt to read the primary password encryption key from the nonvolatile memory after bootup failed. Encrypted passwords in the configuration are not decrypted unless the primary key is set to the correct value using the **key config-key password encryption** command.

Recommended Action If there are encrypted passwords in the configuration that must be used, set the primary key to the previous value used to encrypt the password using the **key config-key password encryption** command. If there are no encrypted passwords or they can be discarded, set a new primary key. If password encryption is not used, no action is required.

742002

Error Message `%FTD-3-742002: failed to set master key for password encryption`

Explanation An attempt to read the **key config-key password encryption** command failed. The error may be caused by the following reasons:

- Configuration from a nonsecure terminal (for example, over a Telnet connection) was made.
- Failover is enabled, but it does not use an encrypted link.
- Another user is setting the key at the same time.
- When trying to change the key, the old key is incorrect.
- The key is too small to be secure.

Other reasons for the error may be valid. In these cases, the actual error is printed in response to the command.

Recommended Action Correct the problem indicated in the command response.

742003

Error Message `%FTD-3-742003: failed to save master key for password encryption, reason` *`reason_text`*

Explanation An attempt to save the primary key to nonvolatile memory failed. The actual reason is specified by the *reason_text* parameter. The reason can be an out-of-memory condition, or the nonvolatile store can be inconsistent.

Recommended Action If the problem persists, reformat the nonvolatile store that is used to save the key by using the **write erase** command. Before performing this step, make sure that you back up the out-of-the-box configuration. Then reenter the **write erase** command.

742004

Error Message `%FTD-3-742004: failed to sync master key for password encryption, reason` *`reason_text`*

Explanation An attempt to synchronize the primary key to the peer failed. The actual reason is specified by the *reason_text* parameter.

Recommended Action Try to correct the problem specified in the *reason_text* parameter.

742005

Error Message `%FTD-3-742005: cipher text enc_pass is not compatible with the configured master key or the cipher text has been tampered with`

Explanation An attempt to decrypt a password failed. The password may have been encrypted using a primary key that is different from the current primary key, or the encrypted password has been changed from its original form.

Recommended Action If the correct primary key is not being used, correct the problem. If the encrypted password has been modified, reapply the configuration in question with a new password.

742006

Error Message `%FTD-3-742006: password decryption failed due to unavailable memory`

Explanation An attempt to decrypt a password failed because no memory was available. Features using this password will not work as desired.

Recommended Action Correct the memory problem.

742007

Error Message `%FTD-3-742007: password encryption failed due to unavailable memory`

Explanation An attempt to encrypt a password failed because no memory was available. Passwords may be left in clear text form in the configuration.

Recommended Action Correct the memory problem, and reapply the configuration that failed password encryption.

742008

Error Message `%FTD-3-742008: password` *`enc_pass`* `decryption failed due to decoding error`

Explanation Password decryption failed because of decoding errors, which may occur if the encrypted password has been modified after being encrypted.

Recommended Action Reapply the configuration in question with a clear text password.

742009

Error Message `%FTD-3-742009: password encryption failed due to decoding error`

Explanation Password encryption failed because of decoding errors, which may be an internal software error.

Recommended Action Reapply the configuration in question with a clear text password. If the problem persists, contact the Cisco TAC.

742010

Error Message `%FTD-3-742010: encrypted password enc_pass is not well formed`

Explanation The encrypted password provided in the command is not well formed. The password may not be a valid, encrypted password, or it may have been modified since it was encrypted.

- *reason_text* —A string that represents the actual cause of the failure
- *enc_pass* —The encrypted password that is related to the issue

Recommended Action Reapply the configuration in question with a clear text password.

743000

Error Message `%FTD-1-743000: The PCI device with vendor ID: vendor_id device ID: device_id located at bus:device.function bus_num:dev_num, func_num has a link link_attr_name of actual_link_attr_val when it should have a link link_attr_name of expected_link_attr_val .`

Explanation A PCI device in the system is not configured correctly, which may result in the system not performing at its optimum level.

Recommended Action Collect the output of the **show controller pci detail** command, and contact the Cisco TAC.

743001

Error Message `%FTD-1-743001: Backplane health monitoring detected link failure`

Explanation A hardware failure has probably occurred and has been detected on one of the links between the Secure Firewall Threat Defense Services Module and the switch chassis.

Recommended Action Contact the Cisco TAC.

743002

Error Message `%FTD-1-743002: Backplane health monitoring detected link OK`

Explanation A link has been restored between the Secure Firewall Threat Defense Services Module and the switch chassis. However, the failure and subsequent recovery probably indicates a hardware failure.

Recommended Action Contact the Cisco TAC.

743004

Error Message `%FTD-1-743004: System is not fully operational - PCI device with vendor ID vendor_id (vendor_name ), device ID device_id (device_name ) not found`

Explanation A PCI device in the system that is needed for it to be fully operational was not found.

- *vendor_id* —Hexadecimal value that identifies the device vendor
- *vendor_name* —Text string that identifies the vendor name
- *device_id* —Hexadecimal value that identifies the vendor device
- *device_name* —Text string that identifies the device name

Recommended Action Collect the output of the **show controller pci detail** command and contact the Cisco TAC.

743010

Error Message `%FTD-3-743010: EOBC RPC server failed to start for client module client name .`

Explanation The service failed to start for a particular client of the EOBC RPC service on the server.

Recommended Action Call the Cisco TAC.

743011

Error Message `%FTD-3-743011: EOBC RPC call failed, return code code string.`

Explanation The EOBC RPC client failed to make an RPC to the intended server.

Recommended Action Call the Cisco TAC.

746014

Error Message `%FTD-5-746014: user-identity: [FQDN] fqdn address IP Address obsolete.`

Explanation A fully qualified domain name has become obsolete.

Recommended Action None required.

746015

Error Message `%FTD-5-746015: user-identity: FQDN] fqdn resolved IP address .`

Explanation A fully qualified domain name lookup has succeeded.

Recommended Action None required.

746016

Error Message `%FTD-3-746016: user-identity: DNS lookup failed, reason: reason`

Explanation A DNS lookup has failed. Failure reasons include timeout, unresolvable, and no memory.

Recommended Action Verify that the FQDN is valid, and that the DNS server is reachable from the ASA. If the problem persists, contact the Cisco TAC.

747001

Error Message `%FTD-3-747001: Clustering: Recovered from state machine event queue depleted. Event (event-id , ptr-in-hex , ptr-in-hex ) dropped. Current state state-name , stack ptr-in-hex , ptr-in-hex , ptr-in-hex , ptr-in-hex , ptr-in-hex , ptr-in-hex`

Explanation The cluster FSM event queue is full, and a new event has been dropped.

Recommended Action None.

747002

Error Message `%FTD-5-747002: Clustering: Recovered from state machine dropped event (event-id , ptr-in-hex , ptr-in-hex ). Intended state: state-name . Current state: state-name .`

Explanation The cluster FSM received an event that is incompatible with the current state.

Recommended Action None.

747003

Error Message `%FTD-5-747003: Clustering: Recovered from state machine failure to process event (event-id , ptr-in-hex , ptr-in-hex ) at state state-name .`

Explanation The cluster FSM failed to process an event for all reasons given.

Recommended Action None.

747004

Error Message `%FTD-6-747004: Clustering: state machine changed from state state-name to state-name .`

Explanation The cluster FSM has progressed to a new state.

Recommended Action None.

747005

Error Message `%FTD-7-747005: Clustering: State machine notify event event-name (event-id , ptr-in-hex , ptr-in-hex )`

Explanation The cluster FSM has notified clients about an event.

Recommended Action None.

747006

Error Message `%FTD-7-747006: Clustering: State machine is at state state-name`

Explanation The cluster FSM moved to a stable state; that is, Disabled, Slave, or Master.

Recommended Action None.

747007

Error Message `%FTD-5-747007: Clustering: Recovered from finding stray config sync thread, stack ptr-in-hex , ptr-in-hex , ptr-in-hex , ptr-in-hex , ptr-in-hex , ptr-in-hex .`

Explanation Astray configuration sync thread has been detected.

Recommended Action None.

747008

Error Message `%FTD-4-747008: Clustering: New cluster member name with serial number serial-number-A rejected due to name conflict with existing unit with serial number serial-number-B .`

Explanation The same unit name has been configured on multiple units.

Recommended Action None.

747009

Error Message `%FTD-2-747009: Clustering: Fatal error due to failure to create RPC server for module module name .`

Explanation The Secure Firewall Threat Defense device failed to create an RPC server.

Recommended Action Disable clustering on this unit and try to re-enable it. Contact the Cisco TAC if the problem persists.

747010

Error Message `%FTD-3-747010: Clustering: RPC call failed, message message-name , return code code-value .`

Explanation An RPC call failure has occurred. The system tries to recover from the failure.

Recommended Action None.

747011

Error Message `%FTD-2-747011: Clustering: Memory allocation error.`

Explanation A memory allocation failure occurred in clustering.

Recommended Action Disable clustering on this unit and try to re-enable it. If the problem persists, check the memory usage on the Secure Firewall Threat Defense device.

747012

Error Message `%FTD-3-747012: Clustering: Failed to replicate global object id hex-id-value in domain domain-name to peer unit-name , continuing operation.`

Explanation A global object ID replication failure has occurred.

Recommended Action None.

747013

Error Message `%FTD-3-747013: Clustering: Failed to remove global object id hex-id-value in domain domain-name from peer unit-name , continuing operation.`

Explanation A global object ID removal failure has occurred.

Recommended Action None.

747014

Error Message `%FTD-3-747014: Clustering: Failed to install global object id hex-id-value in domain domain-name , continuing operation.`

Explanation A global object ID installation failure has occurred.

Recommended Action None.

747015

Error Message `%FTD-4-747015: Clustering: Forcing stray member unit-name to leave the cluster.`

Explanation A stray cluster member has been found.

Recommended Action None.

747016

Error Message `%FTD-4-747016: Clustering: Found a split cluster with both unit-name-A and unit-name-B as master units. Master role retained by unit-name-A , unit-name-B will leave, then join as a slave.`

Explanation A split cluster has been found.

Recommended Action None.

747017

Error Message `%FTD-4-747017: Clustering: Failed to enroll unit unit-name due to maximum member limit limit-value reached.`

Explanation The Secure Firewall Threat Defense device failed to enroll a new unit because the maximum member limit has been reached.

Recommended Action None.

747018

Error Message `%FTD-3-747018: Clustering: State progression failed due to timeout in module module-name .`

Explanation The cluster FSM progression has timed out.

Recommended Action None.

747019

Error Message `%FTD-4-747019: Clustering: New cluster member name rejected due to Cluster Control Link IP subnet mismatch (ip-address /ip-mask on new unit, ip-address /ip-mask on local unit).`

Explanation The control unit found that a new joining unit has an incompatible cluster interface IP address.

Recommended Action None.

747020

Error Message `%FTD-4-747020: Clustering: New cluster member unit-name rejected due to encryption license mismatch.`

Explanation The control unit found that a new joining unit has an incompatible encryption license.

Recommended Action None.

747021

Error Message `%FTD-3-747021: Clustering: Master unit unit-name is quitting due to interface health check failure on interface-name .`

Explanation The control unit has disabled clustering because of an interface health check failure.

Recommended Action None.

747022

Error Message `%FTD-3-747022: Clustering: Asking slave unit unit-name to quit because it failed interface health check x times, rejoin will be attempted after y min. Failed interface: interface-name .`

Explanation This syslog message occurs when the maximum number of rejoin attempts has not been exceeded. A data unit has disabled clustering because of an interface health check failure for the specified amount of time. This unit will re-enable itself automatically after the specified amount of time (ms).

Recommended Action None.

747025

Error Message `%FTD-4-747025: Clustering: New cluster member unit-name rejected due to firewall mode mismatch.`

Explanation A control unit found a joining unit that has an incompatible firewall mode.

Recommended Action None.

747026

Error Message `%FTD-4-747026: Clustering: New cluster member unit-name rejected due to cluster interface name mismatch (ifc-name on new unit, ifc-name on local unit).`

Explanation A control unit found a joining unit that has an incompatible cluster control link interface name.

Recommended Action None.

747027

Error Message `%FTD-4-747027: Clustering: Failed to enroll unit unit-name due to insufficient size of cluster pool pool-name in context-name .`

Explanation A control unit could not enroll a joining unit because of the size limit of the minimal cluster pool configured.

Recommended Action None.

747028

Error Message `%FTD-4-747028: Clustering: New cluster member unit-name rejected due to interface mode mismatch (mode-name on new unit, mode-name on local unit).`

Explanation A control unit found a joining unit that has an incompatible interface-mode, either spanned or individual.

Recommended Action None.

747029

Error Message `%FTD-4-747029: Clustering: Unit unit-name is quitting due to Cluster Control Link down.`

Explanation A unit disabled clustering because of a cluster interface failure.

Recommended Action None.

747030

Error Message `%FTD-3-747030: Clustering: Asking slave unit unit-name to quit because it failed interface health check x times (last failure on interface-name ), Clustering must be manually enabled on the unit to re-join.`

Explanation An interface health check has failed and the maximum number of rejoin attempts has been exceeded. A data unit has disabled clustering because of an interface health check failure.

Recommended Action None.

747031

Error Message `%FTD-3-747031: Clustering: Platform mismatch between cluster master (platform-type ) and joining unit unit-name (platform-type ). unit-name aborting cluster join.`

Explanation The joining unit's platform type does not match with that of the cluster control unit.

- *unit-name* —Name of the unit in the cluster bootstrap
- *platform-type* —Type of Secure Firewall Threat Defense platform

Recommended Action Make sure that the joining unit has the same platform type as that of the cluster control unit.

747032

Error Message `%FTD-3-747032: Clustering: Service module mismatch between cluster master (module-name ) and joining unit unit-name (module-name )in slot slot-number . unit-name aborting cluster join.`

Explanation The joining unit's external modules are not consistent (module type and order in which they are installed) with those on the cluster control unit.

- *module-name*— Name of the external module
- *unit-name* —Name of the unit in the cluster bootstrap
- *slot-number* —The number of the slot in which the mismatch occurred

Recommended Action Make sure that the modules installed on the joining unit are of the same type and are in the same order as they are in the cluster control unit.

747033

Error Message `%FTD-3-747033: Clustering: Interface mismatch between cluster master and joining unit unit-name . unit-name aborting cluster join.`

Explanation The joining unit's interfaces are not the same as those on the cluster control unit.

- *unit-name* —Name of the unit in the cluster bootstrap

Recommended Action Make sure that the interfaces available on the joining unit are the same as those on the cluster control unit.

747034

Error Message `%FTD-4-747034: Unit %s is quitting due to Cluster Control Link down (%d times after last rejoin). Rejoin will be attempted after %d minutes.`

Explanation Cluster Control Link down and the unit is kicked out with rejoin.

Recommended Action Wait for the unit to rejoin.

747035

Error Message `%FTD-4-747035: Unit %s is quitting due to Cluster Control Link down. Clustering must be manually enabled on the unit to rejoin.`

Explanation Cluster Control Link down and the unit is kicked out without rejoin.

Recommended Action Rejoin the unit manually.

747036

Error Message `%FTD-3-747036: Application software mismatch between cluster master %s[Master unit name] (%s[Master application software name]) and joining unit (%s[Joining unit application software name]). %s[Joining member name] aborting cluster join.`

Explanation The applications on control unit and the joining data unit are not the same. Data unit will be kicked out.

Recommended Action Make sure that the data unit run the same applications/services, and manually rejoin the unit.

747042

Error Message `%FTD-3-747042: Clustering: Master received the config hash string request message from an unknown member with id cluster-member-id`

Explanation Control unit received the config hash string request event.

Recommended Action Verify requestor member is still in OnCall state.

747043

Error Message `%FTD-3-747043: Clustering: Get config hash string from master error: ret_code ret_code, string_len string_len`

Explanation Failed to get config hash string from control unit.

- ret_code□The error return code; 0 indicates OK, and 1 indicates Failed
- string_len□The hash_str length

Recommended Action Contact technical support to troubleshoot the issue on control unit. Ensure to turn on 'debug cluster ccp' to identify the root cause.

747044

Error Message `%FTD-6-747044: Configuration Hash string verification result`

Explanation The result of configuration hash string comparison..

- result□This result can be PASSED or FAILED

Recommended Action None required.

748001

Error Message `%FTD-5-748001: Module slot_number in chassis chassis_number is leaving the cluster due to a chassis configuration change`

Explanation A cluster control link has changed in the MIO, a cluster group has been removed in the MIO, or a blade module has been removed in the MIO configuration.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action None required.

748002

Error Message `%FTD-4-748002: Clustering configuration on the chassis is missing or incomplete; clustering is disabled`

Explanation Configurations are missing or incomplete in the MIO (for example, a cluster group is not configured, or a cluster control link is not configured).

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Go to the MIO console and configure the cluster service type, add the module to the service type, and define the cluster control link accordingly.

748003

Error Message `%FTD-4-748003: Module slot_number in chassis chassis_number is leaving the cluster due to a chassis health check failure`

Explanation The blade cannot talk to the MIO, so it relies on the MIO to detect this communication problem and de-bundle the data ports. If data ports are de-bundled, the Secure Firewall Threat Defense device will be kicked out by an interface health check.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Check if the MIO card is up or if the communication between the MIO and the blade is still up.

748004

Error Message `%FTD-5-748004: Module slot_number in chassis chassis_number is re-joining the cluster due to a chassis health check recovery`

Explanation The MIO blade health check has recovered, and the Secure Firewall Threat Defense device tries to rejoin the cluster.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Check if the MIO card is up or if the communication between the MIO and the blade is still up

748005

Error Message `%FTD-3-748005: Failed to bundle the ports for module slot_number in chassis chassis_number ; clustering is disabled`

Explanation The MIO failed to bundle the ports for itself.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Check if the MIO is operating correctly.

748006

Error Message `%FTD-3-748006: Asking module slot_number in chassis chassis_number to leave the cluster due to a port bundling failure`

Explanation The MIO failed to bundle ports for a blade, so the blade has been kicked out.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Check if the MIO is operating correctly.

748007

Error Message `%FTD-2-748007: Failed to de-bundle the ports for module slot_number in chassis chassis_number ; traffic may be black holed`

Explanation The MIO failed to de-bundle the ports.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Check if the MIO is operating correctly.

748008

Error Message `%FTD-6-748008: [CPU load percentage | memory load percentage ] of module slot_number in chassis chassis_number (member-name ) exceeds overflow protection threshold [CPU percentage | memory percentage ]. System may be oversubscribed on member failure.`

Explanation The CPU load has exceeded (N-1)/N, where N is the total number of active cluster members, or the memory load has exceeded (100 – x) * (N – 1) / N + x, where N is the number of cluster members, and x is the baseline memory usage of the last joining member.

- *percentage* —The CPU load or memory load percentile data
- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Re-plan the network and clustering deployment. Either reduce the amount of traffic or add more blades/chassis.

748009

Error Message `%FTD-6-748009: [CPU load percentage | memory load percentage ] of chassis chassis_number exceeds overflow protection threshold [CPU percentage | memory percentage }. System may be oversubscribed on chassis failure.`

Explanation The chassis traffic load exceeded a certain threshold.

- *percentage* —The CPU load or memory load percentile data
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Re-plan the network and clustering deployment. Either reduce the amount of traffic or add more blades/chassis.

748011

Error Message `%threat defense-4-748011: Mismatched resource profile size with Master. Master: cores number CPU cores / RAM size MB RAM, Mine: cores number CPU cores / RAM size MB RAM`

Explanation When the unit that is joining into cluster has different resource profile size compared to control unit, this syslog appears on the joining unit.

Example

```
%threat defense-4-748011: Mismatched resource profile size with Master. Master: 6 CPU cores
 / 14426 MB RAM,  Mine: 8 CPU cores 19261 MB RAM.
```

Recommended Action None required.

748012

Error Message `%threat defense-4-748012: Mismatched module type with Master. Master: PID, MINE: PID`

Explanation When the unit that is joining into cluster has different module type compared to the control unit, this syslog appears on the joining unit.

Example

```
%threat defense-4-748012: Mismatched module type with Master. Master: FPR4K-SM-24, Mine:
FPR4K-SM-24s
```

Recommended Action None required.

748100

Error Message `%FTD-3-748100: <application_name> application status is changed from <status> to <status>.`

Explanation Detect the application status change from one state to another. Application status change will trigger application health check mechanism.

- application name—snort or disk_full
- status—init, up, down

Recommended Action Verify the status of the application.

748101

Error Message `%FTD-3-748101: Peer unit <unit_id> reported its <application_name> application status is <status>.`

Explanation Peer unit reported application status change that will trigger application health check mechanism.

- unit id—the unit id
- application name—snort or disk_full
- status—init, up, down

Recommended Action Verify the status of the application.

748102

Error Message `%FTD-3-748102: Master unit <unit_id> is quitting due to <application_name> Application health check failure, and master's application state is <status>.`

Explanation Application health check detects that the control unit is not healthy. The control unit will leave the cluster group.

- unit id—the unit id
- application name—snort or disk_full
- status—init, up, down

Recommended Action Verify the status of the application. When the application (snort) is up again, the unit will rejoin automatically.

748103

Error Message `%FTD-3-748103: Asking slave unit <unit_id> to quit due to <application_name> Application health check failure, and slave's application state is <status>.`

Explanation Application health check detects that the data unit is not healthy. Control unit will evict the data node.

- unit id—the unit id
- application name—snort or disk_full
- status—init, up, down

Recommended Action Verify the status of the application. When the application (snort) is up again, the unit will rejoin automatically.

748201

Error Message `%FTD-4-748201: <Application name> application on module <module id> in chassis <chassis id> is <status>.`

Explanation Status of the application in the service chain gets changed.

- status—up, down

Recommended Action Verify the status of the application in the service chain.

748202

Error Message `%FTD-3-748202: Module <module_id> in chassis <chassis id> is leaving the cluster due to <application name> application failure\n.`

Explanation Unit will be kicked out of cluster if the application such as vDP, fails.

Recommended Action Verify the status of the application in the service chain.

748203

Error Message `%FTD-5-748203: Module <module_id> in chassis <chassis id> is re-joining the cluster due to a service chain application recovery\n.`

Explanation Unit automatically rejoins the cluster if the service chain application such as vDP, recovers.

Recommended Action Verify the status of the application in the service chain.

750001

Error Message `%FTD-5-750001: Local:`*`local IP`*` :`*`local port`*` Remote:`*`remote IP`*` : `*`remote port`*` Username: `*`username`*` Received request to `*`request`*` an IPsec tunnel; local traffic selector = `*`local selectors: range, protocol, port range`*` ; remote traffic selector = `*`remote selectors: range, protocol, port range`*

Explanation A request is being made for an operation on the IPsec tunnel such as a rekey, a request to establish a connection, and so on.

- *local IP:local port* — Local IP address for this request. The Secure Firewall Threat Defense IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known, or the tunnel group
- *local selectors* —Locally configured traffic selectors or proxies that are being used for this IPsec tunnel
- *remote selectors* —Remote peers requested traffic selectors or proxies for this IPsec tunnel

Recommended Action None required.

750002

Error Message `%FTD-5-750002: Local:`*`local IP`*` :`*`local port`*` Remote: `*`remote IP`*` : `*`remote port`*` Username: `*`username`*` Received a IKE_INIT_SA request`

Explanation An incoming tunnel or SA initiation request (IKE_INIT_SA request) has been received.

- *local IP:local port* — Local IP address for this request. The Secure Firewall Threat Defense IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known, or the tunnel group

Recommended Action None required.

750003

Error Message `%FTD-4-750003: Local: `*`local IP:local port`*` Remote: `*`remote IP:remote port`*` Username: `*`username`*` Negotiation aborted due to ERROR: `*`error`*

Explanation The negotiation of an SA was aborted because of the provided error reason.

- *local IP:local port* — Local IP address for this request. The Secure Firewall Threat Defense IP address and port number used for this connection

- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *error* —Error reason for aborting the negotiation. Errors include the following:

- Failed to send data on the network

- Asynchronous request queued

- Failed to enqueue packet

- A supplied parameter is incorrect

- Failed to allocate memory

- Failed the cookie negotiation

- Failed to find a matching policy

- Failed to locate an item in the database

- Failed to initialize the policy database

- Failed to insert a policy into the database

- The peer's proposal is invalid

- Failed to compute the DH value

- Failed to construct a NONCE

- An expected payload is missing from the packet

- Failed to compute the SKEYSEED

- Failed to create child SA keys

- The peer's KE payload contained the wrong DH group

- Received invalid KE notify, yet we've tried all configured DH groups

- Failed to compute a hash value

- Failed to authenticate the IKE SA

- Failed to compute or verify a signature

- Failed to validate the certificate

- The certificate has been revoked and is consequently invalid

- Failed to build or process a certificate request

- We requested a certificate, but the peer supplied none

- While sending the certificate chain, peer did not send its certificate as the first in the chain

- Detected an unsupported ID type

- Failed to construct an encrypted payload

- Failed to decrypt an encrypted payload

- Detected an invalid value in the packet

- The initiator bit is asserted in packet from original responder

- The initiator bit isn't asserted in packet from original initiator
- The message response bit is asserted in a packet from the exchange initiator
- The message response bit isn't asserted in a packet from the exchange responder
- Detected an invalid IKE SPI
- Packet is a retransmission
- Detected an invalid protocol ID
- Detected unsupported critical payload
- Detected an invalid traffic selector type
- Failed to create new SA
- Failed to delete SA
- Failed to add new SA into session DB
- Failed to add session to PSH
- Failed to delete session from osal
- Failed to delete a session from the database
- Failed to add request to SA
- Throttling request queue exceeds reasonable limit, increase the window size on peer
- Received an IKE msg id outside supported window
- Detected unsupported version number
- Received no proposal chosen notify
- Detected an error notify payload
- Detected NAT-d hash doesn't match
- Initialize sadb failed
- Initialize session db failed
- Failed to get PSH
- Negotiation context locked currently in use
- Negotiation context was not freed!
- Invalid data state found
- Failed to open PKI session
- Failed to insert public keys
- No certificate found
- Unsupported cert encoding found or Peer requested HTTP URL but never sent HTTP_LOOKUP_SUPPORTED Notification
- Sending BUNDLE URL is not supported at least for now. However, processing a BUNDLE URL is supported
- Local certificate has expired
- Failed to construct State Machine

- Error encountered while navigating State Machine
- SM Validation failed
- Could not find neg context
- Failed to add work request to SM Q
- Nonce payload is missing
- Traffic selector payload is missing
- Unsupported DH group
- Expected keypair is unavailable
- Packet isn't encrypted
- Packet is missing KE payload
- Packet is missing SA payload
- Invalid SA
- Invalid negotiation context
- Remote or local ID isn't defined
- Invalid connection id
- Unsupported auth method
- Ipsec policy not found
- Failed to initialize the event priority queue
- Failed to enqueue an item to a list
- Failed to remove an item from list
- Data in the event priority queue is NULL or corrupt
- No local IKE policy found
- Can't delete IKE SA due to in-progress task
- Expected Cookie Notify not received
- Failed to generate auth data: My auth info missing
- Failed to generate auth data: Failed to sign data
- Failed to generate auth data: Signature operation successful but unable to locate generated auth material
- Failed to receive the AUTH msg before the timer expired
- Maximum number of retransmissions reached
- Initial exchange failed
- Auth exchange failed
- Create child exchange failed
- Platform errors
- Failed to log a message

- Unwanted debug level turned on
- There are additional TS possible
- A single pairs of addresses is required
- Invalid session
- There was no IPSEC policy found for received TS
- Cannot remove request from window
- There was no proposal found in configured policy
- Nat-t test failure
- No pskey found
- Invalid compression algorithm
- Failed to get profile name from platform service handle
- Failed to find profile
- Initiator failed to match profile sent by IPSEC with profile found by peer id or certificate
- Failed to get peer id from platform service handle
- The transform attribute is invalid
- Extensible Authentication Protocol failed
- Authenticator sent NULL EAP message
- The config attribute is invalid
- Failed to calculate packet hash
- The AAA context is deleted
- Cannot alloc AAA ID
- Cannot alloc AAA request
- Cannot init AAA request
- The Authen list is not configured
- Fail to send AAA request
- Fail to alloc IP addr
- Invalid message context
- Key Auth memory failure
- EAP method does not generate MSK
- Failed to register new SA with platform
- Failed to async process session register, error: %d
- Failed to insert SA due to ipsec rekey collision
- Failed while handling a ipsec rekey collision
- Failed to accept rekey on SA that caused a rekey collision

- Failed to start timer to ensure IPsec collision SA SPI %s/%s will be deleted by the peer
- Error/Debug codes and strings are not matched
- Failed to initialize SA lifetime
- Failed to find rekey SA
- Failed to generate DH shared secret
- Failed to retrieve issuer public key hash list
- Failed to build certificate payload
- Unable to initialize the timer
- Failed to generate DH shared secret
- Failed to initialized authorization request
- Incorrect author record received from AAA
-Failed to fetch the keys from AAA
-Failed to add attribute to AAA request
-Failed to send tunnel password request to AAA
- Failed to allocate AAA context
- Insertion to policy AVL tree failed
- Deletion from policy AVL tree failed
- No Matching node found in policy AVL tree
- No Matching policy found
- No Matching proposal found
- Proposal is incomplete to be attached to the policy
- Proposal is in use
- Peer authentication method configured is mismatching with the method proposed by peer
- Failed to find the session in osal
- Failed to allocate event
- Failed to create accounting record
- Accounting not required
- Accounting not started for this session
- NAT-T disabled via cli
-Negotiating limit reached, deny SA request
- SA is already in negotiation, hence not negotiating again
- AAA group authorization failed
- AAA user authorization failed
- %% Dropping received fragment, as fragmentation is not negotiated for this SA!

- Maximum number of received fragments reached for the SA

- Number of fragments exceeds maximum allowed

- Assembled packet length %d is greater than maximum ikev2 packet size %d

- Received fragment numbers were NOT continuous or IKEV2_FRAG_FLAG_LAST_FRAGMENT flag was set on the wrong packet

- Received fragment is not valid, hence being dropped

- AAA group authorization failed

- AAA user authorization failed

- AAA author not configured in IKEv2 profile

- Failed to extract the skeyid

- Failed to send a failover msg to the standby unit

- Detected unsupported failover version

- Request was received but failover is not enabled

- Received an active unit request but the negotiated role is %s

- Received a standby unit request but the negotiated role is %s

- Invalid IP Version

- GDOI is not yet supported in IKEv2

- Failed to allocate PSH from platform

- Redirect the session to another gateway

- Redirect check failed

- Accept the session on this gateway after Redirect check

- Detected unsupported Redirect gateway ID type

- Redirect accepted, initiate new request

- Redirect accepted, clean-up IKEv2 SA, platform will initiate new request

- SA got redirected, it should not do any CREATE_CHILD_SA exchange

- DH public key computation failed

- DH secret computation failed

- IN-NEG IKEv2 Rekey SA got deleted

- Number of cert req exceeds the reasonable limit (%d)

- The negotiation context has been freed

- Assembled packet length %d is greater than maximum ikev2 packet size %d

- Received fragment numbers were NOT continuous or IKEV2_FRAG_FLAG_LAST_FRAGMENT flag was set on the wrong packet

- AAA author not configured in IKEv2 profile

- Assembled packet is not valid, hence being dropped

- Invalid VCID context

Recommended Action Review the syslog and follow the flow of the logs to determine if this syslog is the final in the exchange and if it is the cause of a potential failure or a transient error that was renegotiated through. For example, a peer may suggest a DH group via the KE payload that is not configured that causes an initial request to fail, but the correct DH group is communicated so that the peer can come back with the correct group in a new request.

750004

Error Message `%FTD-5-750004: Local: local IP: local port Remote: remote IP: remote port Username: username Sending COOKIE challenge to throttle possible DoS`

Explanation An incoming connection request was challenged with a cookie based on the cookie challenge thresholds that are configured to prevent a possible DoS attack.

- *local IP:local port* — Local IP address for this request. The Secure Firewall Threat Defense IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet

Recommended Action None required.

750005

Error Message `%FTD-5-750005: Local: local IP: local port Remote: remote IP: remote port Username: username IPsec rekey collision detected. I am lowest nonce initiator, deleting SA with inbound SPI SPI`

Explanation A rekey collision was detected (both peers trying to initiate a rekey at the same time), and it was resolved by keeping the one initiated by this Secure Firewall Threat Defense device because it had the lowest nonce. This action caused the indicated SA referenced by the SPI to be deleted.

- *local IP:local port* — Local IP address for this request. The Secure Firewall Threat Defense IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *SPI* —SPI handle of the SA being deleted by resolving the rekey collision that was detected

Recommended Action None required.

750006

Error Message `%FTD-5-750006: Local: local IP: local port Remote: remote IP: remote port Username: username SA UP. Reason: reason`

Explanation An SA came up for the given reason, such as for a newly established connection or a rekey.

- *local IP:local port* — Local IP address for this request. The Secure Firewall Threat Defense IP address and port number used for this connection

- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *reason* —Reason that the SA came into the UP state

Recommended Action None required.

750007

Error Message `%FTD-5-750007: Local: local IP: local port Remote: remote IP: remote port Username: username SA DOWN. Reason: reason`

Explanation An SA was torn down or deleted for the given reason, such as a request by the peer, operator request (via an administrator action), rekey, and so on.

- *local IP:local port* — Local IP address for this request. The Secure Firewall Threat Defense IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *reason* —Reason that the SA came into the DOWN state

Recommended Action None required.

750008

Error Message `%FTD-5-750008: Local: local IP: local port Remote: remote IP: remote port Username: username SA rejected due to system resource low`

Explanation An SA request was rejected to alleviate a low system resource condition.

- *local IP:local port* — Local IP address for this request. The Secure Firewall Threat Defense IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet

Recommended Action Check CAC settings for IKEv2 to determine if this is expected behavior based on configured thresholds; otherwise, if the condition persists, investigate further to alleviate the issue.

750009

Error Message `%FTD-5-750009: Local: local IP: local port Remote: remote IP: remote port Username: username SA request rejected due to CAC limit reached: Rejection reason: reason`

Explanation A Connection Admission Control (CAC) limiting threshold was reached, which caused the SA request to be rejected.

- *local IP:local port* — Local IP address for this request. The Secure Firewall Threat Defense IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet

- *reason* —Reason that the SA was rejected

Recommended Action Check CAC settings for IKEv2 to determine if this is expected behavior based on configured thresholds; otherwise, if the condition persists, investigate further to alleviate the issue.

750010

Error Message `%FTD-5-750010: Local: local-ip Remote: remote-ip Username:username IKEv2 local throttle-request queue depth threshold of threshold reached; increase the window size on peer peer for better performance`

- *local-ip* —Local peer IP address
- *remote-ip* —Remote peer IP address
- *username* —Username of the requester for remote access or tunnel group name for L2L, if known yet
- *threshold* —Queue depth threshold of the local throttle-request queue reached
- *peer* —Remote peer IP address

Explanation The Secure Firewall Threat Defense device overflowed its throttle request queue to the specified peer, indicating that the peer is slow. The throttle request queue holds requests destined for the peer, which cannot be sent immediately because the maximum number of requests allowed to be in-flight based on the IKEv2 window size were already in-flight. As in-flight requests are completed, requests are pulled off of the throttle request queue and sent to the peer. If the peer is not processing these requests quickly, the throttle queue backs up.

Recommended Action If possible, increase the IKEv2 window size on the remote peer to allow more concurrent requests to be in-flight, which may improve performance.

Note The Secure Firewall Threat Defense device does not currently support an increased IKEv2 window size setting.

750011

Error Message `%FTD-3-750011: Tunnel Rejected: Selected IKEv2 encryption algorithm (IKEV2 encry algo ) is not strong enough to secure proposed IPSEC encryption algorithm (IPSEC encry algo ).`

Explanation The tunnel was rejected because the selected IKEv2 encryption algorithm is not strong enough to secure the proposed IPSEC encryption algorithm.

Recommended Action Configure a stronger IKEv2 encryption algorithm to match or exceed the strength of the IPsec child SA encryption algorithm.

750012

Error Message `%FTD-4-750012: Selected IKEv2 encryption algorithm (IKEV2 encry algo ) is not strong enough to secure proposed IPSEC encryption algorithm (IPSEC encry algo ).`

Explanation The selected IKEv2 encryption algorithm is not strong enough to secure the proposed IPSEC encryption algorithm.

Recommended Action Configure a stronger IKEv2 encryption algorithm to match or exceed the strength of the IPsec child SA encryption algorithm.

750013

Error Message `%FTD-5-750013 - IKEv2 SA (iSPI <ISPI> rRSP <rSPI>) Peer Moved: Previous <prev_remote_ip>:<prev_remote_port>/<prev_local_ip>:<prev_local_port>. Updated <new_remote_ip>:<new_remote_port>/<new_local_ip>:<new_local_port>`

Explanation The new mobike feature allows peer IP to be changed without tearing down the tunnel. For example, a mobile device (smartphone) acquires new IP after connecting to a different network.The following list describes the message values:

- *ip* —Specifies the previous, the new local, and remote IP addresses
- *port* —Specifies the previous, the new local, and remote port information
- *SPI* —Indicates the Initiator and Responder SPI
- *iSPI* —Specifies the Initiator SPI
- *rSPI* —Specifies the Responder SPI

Recommended Action Contact the Development engineers.

751001

Error Message `%FTD-3-751001: Local: localIP:port Remote:remoteIP:port Username: username/group Failed to complete Diffie-Hellman operation. Error: error`

Explanation A failure to complete a Diffie-Hellman operation occurred, as indicated by the error.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *error* —The error string that indicates the specific error

Recommended Action A low memory issue or other internal error that should be resolved has occurred. If it persists, use the memory tracking tool to isolate the issue.

751002

Error Message `%FTD-3-751002: Local: localIP:port Remote:remoteIP:port Username: username/group No preshared key or trustpoint configured for self in tunnel group group`

Explanation The Secure Firewall Threat Defense device was unable to find any type of authentication information in the tunnel group that it could use to authenticate itself to the peer.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *group* —The name of the tunnel group

Recommended Action Check the tunnel group configuration, and configure a preshared key or certificate for self-authentication in the indicated tunnel group.

751003

Error Message `%FTD-7-751003: Local: localIP:port Remote:remoteIP:port Username: username/group Need to send a DPD message to peer`

Explanation Dead peer detection needs to be performed for the specified peer to determine if it is still alive. The Secure Firewall Threat Defense device may have terminated a connection to the peer.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt

Recommended Action None required.

751004

Error Message `%FTD-3-751004: Local: localIP:port Remote:remoteIP:port Username: username/group No remote authentication method configured for peer in tunnel group group`

Explanation A method to authenticate the remote peer was not found in the configuration to allow the connection.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *group* —The name of the tunnel group

Recommended Action Check the configuration to make sure that a valid remote peer authentication setting is present.

751005

Error Message `%FTD-3-751005: Local: localIP:port Remote:remoteIP:port Username: username/group AnyConnect client reconnect authentication failed. Session ID: sessionID , Error: error`

Explanation A failure occurred during an AnyConnect client reconnection attempt using the session token.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *sessionID* —The session ID used to try to reconnect
- *error* —The error string to indicate the specific error that occurred during the reconnection attempt

Recommended Action Take action according to the error specified, if necessary. The error may indicate that a session was removed instead of remaining in resume state because a client disconnect was detected or sessions were cleared on the Secure Firewall Threat Defense device. If necessary, also compare this message to the event logs on the Anyconnect client.

751006

Error Message `%FTD-3-751006: Local: localIP:port Remote:remoteIP:port Username: username/group Certificate authentication failed. Error: error`

Explanation A failure related to certificate authentication occurred.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *error* —The error string to indicate the specific certificate authentication failure

Recommended Action Take action according to the error specified, if necessary. Check the certificate trustpoint configuration and make sure that the necessary CA certificate exists to be able to correctly verify client certificate chains. Use the **debug crypto ca** commands to isolate the failure.

751007

Error Message `%FTD-5-751007: Local: localIP:port Remote:remoteIP:port Username: username/group Configured attribute not supported for IKEv2. Attribute: attribute`

Explanation A configured attribute could not be applied to the IKE version 2 connection because it is not supported for IKE version 2 connections.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *attribute* —The attribute that is configured to be applied

Recommended Action None required, To eliminate this message from being generated, you can remove the IKE version 2 configuration setting.

751008

Error Message `%FTD-3-751008: Local: localIP:port Remote:remoteIP:port Username: username/group Group=group , Tunnel rejected: IKEv2 not enabled in group policy`

Explanation IKE version 2 is not allowed based on the enabled protocols for the indicated group to which a connection attempt was mapped, and the connection was rejected.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *group* —The tunnel group used for connection

Recommended Action Check the group policy VPN tunnel protocol setting and enable IKE version 2, if desired.

751009

Error Message `%FTD-3-751009: Local: localIP:port Remote:remoteIP:port Username: username/group Unable to find tunnel group for peer.`

Explanation A tunnel group could not be found for the peer.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt

Recommended Action Check the configuration and tunnel group mapping rules, then configure them to allow the peer to land on a configured group.

751010

Error Message `%FTD-3-751010: Local: localIP:port Remote:remoteIP:port Username: username/group Unable to determine self-authentication method. No crypto map setting or tunnel group found.`

Explanation A method for authenticating the Secure Firewall Threat Defense device to the peer could not be found in either the tunnel group or crypto map.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt

Recommended Action Check the configuration, and configure a self-authentication method in the crypto map for the initiator L2L or in the applicable tunnel group.

751011

Error Message `%FTD-3-751011: Local: localIP:port Remote:remoteIP:port Username: username/group Failed user authentication. Error: error`

Explanation A failure occured during user authentication within EAP for an IKE version 2 remote access connection.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *error* —The error string that indicates the specific error

Recommended Action Make sure that the correct authentication credentials were provided and debug further to determine the exact cause of failure, if necessary.

751012

Error Message `%FTD-3-751012: Local: localIP:port Remote:remoteIP:port Username: username/group Failure occurred during Configuration Mode processing. Error: error`

Explanation A failure occurred during configuration mode processing while settings were being applied to the connection.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *error* —The error string that indicates the specific error

Recommended Action Take action based on the indicated error. Use the **debug crypto ikev2** commands to determine the cause of the failure, or debug the indicated subsystem that is specified by the error, if necessary.

751013

Error Message `%FTD-3-751013: Local: localIP:port Remote:remoteIP:port Username: username/group Failed to process Configuration Payload request for attribute attribute ID . Error: error`

Explanation The Configuration Payload request failed to process and generate a Configuration Payload response for an attribute that was requested by the peer.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *attribute ID* — The attribute ID on which the failure occurred
- *error* —The error string that indicates the specific error

Recommended Action A memory error, configuration error, or another type of error has occurred. Use the **debug crypto ikev2** commands to help isolate the cause of the failure.

751014

Error Message `%FTD-4-751014: Local: localIP:port Remote remoteIP:port Username: username/group Warning Configuration Payload request for attribute attribute ID could not be processed. Error: error`

Explanation A warning occurred while processing a CP request to generate a CP response for a requested attribute.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *attribute ID* — The attribute ID on which the failure occurred
- *error* —The error string that indicates the specific error

Recommended Action Take action based on the attribute indicated in the warning and the indicated warning message. For example, a newer client is being used with an older Secure Firewall Threat Defense image, which does not understand a new attribute that has been added to the client. An upgrade of the Secure Firewall Threat Defense image may be necessary to allow the attribute to be processed.

751015

Error Message `%FTD-4-751015: Local: localIP:port Remote remoteIP:port Username: username/group SA request rejected by CAC. Reason: reason`

Explanation The connection was rejected by the call admission control to protect the Secure Firewall Threat Defense device based on configured thresholds or conditions indicated by the reason listed.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *reason* —The reason that the SA request was rejected

Recommended Action Check the reason and resolve the condition if a new connection should have been accepted or change the configured thresholds.

751016

Error Message `%FTD-4-751016: Local: localIP:port Remote remoteIP:port Username: username/group L2L peer initiated a tunnel with the same outer and inner addresses. Peer could be Originate only - Possible misconfiguration!`

Explanation The peer may be configured for originate-only connections based on the received outer and inner IP addresses for the tunnel.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt

Recommended Action Check the L2L peer configuration.

751017

Error Message `%FTD-3-751017: Local: localIP:port Remote remoteIP:port Username: username/group Configuration Error error description`

Explanation An error in the configuration that prevented the connection has been detected.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *error description* —A brief description of the configuration error

Recommended Action Correct the configuration based on the indicated error.

751018

Error Message `%FTD-3-751018: Terminating the VPN connection attempt from attempted group . Reason: This connection is group locked to locked group .`

Explanation The tunnel group over which the connection is attempted is not the same as the tunnel group set in the group lock.

- *attempted group* —The tunnel group over which the connection came in
- *locked group* —The tunnel group that the connection is locked or restricted to

Recommended Action Check the group-lock value in the group policy or the user attributes.

751019

Error Message `%FTD-4-751019: Local:LocalAddr Remote:RemoteAddr Username:username Failed to obtain an licenseType license. Maximum license limit limit exceeded.`

Explanation A session creation failed because the maximum license limit was exceeded, which caused a failure to either initiate or respond to a tunnel request.

- *LocalAddr*— Local address for this connection attempt
- *RemoteAddr* —Remote peer address for this connection attempt
- *username* —Username for the peer attempting the connection
- *licenseType* — License type that was exceeded (other VPN or AnyConnect Premium/Essentials)

- *limit* —Number of licenses allowed and was exceeded

Recommended Action Make sure that enough licenses are available for all allowed users and/or obtain more licenses to allow the rejected connections. For multiple context mode, allow more licenses for the context that reported the failure, if necessary.

751020

Error Message `%FTD-3-751020: Local:%A:%u Remote:%A:%u Username:%s An %s remote access connection failed. Attempting to use an NSA Suite B crypto algorithm (%s) without an AnyConnect Premium license.`

Explanation An IKEv2 remote access tunnel could not be created because the AnyConnect Premium license was applied but explicitly disabled with the **anyconnect-essentials** command in the webvpn configuration mode.

Recommended Action Make sure that an AnyConnect Premium license is installed on the Secure Firewall Threat Defense device is configured in the remote access IKEv2 policies or IPsec proposals.

751021

Error Message `%FTD-4-751021: Local:`*`variable 1 :variable 2`*` Remote:`*`variable 3 :variable 4`*` Username:`*`variable 5 variable 6`*` with `*`variable 7`*` encryption is not supported with this version of the AnyConnect Client. Please upgrade to the latest Anyconnect Client.`

Explanation An out-of-date AnyConnect client tried to connect to an Secure Firewall Threat Defense device that has IKEv2 with AES-GCM encryption policy configured.

- *variable 1* —Local IP address
- *variable 2* —Local port
- *variable 3* —Remote client IP address
- *variable 4* —Remote client port
- *variable 5* —Username of the AnyConnect client (may be unknown because this occurs before the user enters a username)
- *variable 6* —Connection protocol type (IKEv1, IKEv2)
- *variable 7* —Combined mode encryption type (AES-GCM, AES-GCM 256)

Recommended Action Upgrade the AnyConnect client to the latest version to use IKEv2 with AES-GCM encryption.

751022

Error Message `%FTD-3-751022: Local: `*`local-ip`*` Remote: `*`remote-ip`*` Username:`*`username`*` Tunnel rejected: Crypto Map Policy not found for remote traffic selector `*`rem-ts-start /rem-ts-end /rem-ts.startport /rem-ts.endport /rem-ts.protocol`*` local traffic selector `*`local-ts-start /local-ts-end /local-ts.startport /local-ts.endport /local-ts.protocol`*` !`

Explanation The Secure Firewall Threat Defense device was not able to find security policy information for the private networks or hosts indicated in the message. These networks or hosts were sent by the initiator and do not match any crypto ACLs at the Secure Firewall Threat Defense device. This is most likely a misconfiguration.

- *local-ip* —Local peer IP address

- *remote-ip* —Remote peer IP address
- *username* —Username of the requester for remote access, if known yet
- *rem-ts-start* —Remote traffic selector start address
- *rem-ts-end* —Remote traffic selector end address
- *rem-ts.startport* —Remote traffic selector start port
- *rem-ts.endport* —Remote traffic selector end port
- *rem-ts.protocol* —Remote traffic selector protocol
- *local-ts-start* —Local traffic selector start address
- *local-ts-end* —Local traffic selector end address
- *local-ts.startport* —Local traffic selector start port
- *local-ts.endport* —Local traffic selector end port
- *local-ts.protocol* —Local traffic selector protocol

Recommended Action Check the protected network configuration in the crypto ACLs on both sides and make sure that the local network on the initiator is the remote network on the responder and vice-versa. Pay special attention to wildcard masks and host addresses as compared to network addresses. Non-Cisco implementations may have the private addresses labeled as proxy addresses or "red" networks.

751023

Error Message `%FTD-6-751023: Local a :p Remote: a :p Username:n Unknown client connection`

Explanation An unknown non-Cisco IKEv2 client has connected to the Secure Firewall Threat Defense device.

- *n* —The group or username (depending on context)
- *a* —An IP address
- *p* —The port number
- *ua* —The user-agent presented by the client to the Secure Firewall Threat Defense device

Recommended Action Upgrade to a Cisco-supported IKEv2 client.

751024

Error Message `%FTD-3-751024: Local:ip-addr Remote:ip-addr Username:username IKEv2 IPv6 User Filter tempipv6 configured. This setting has been deprecated, terminating connection`

Explanation The IPv6 VPN filter has been deprecated and if it is configured instead of a unified filter for IPv6 traffic access control, the connection will be terminated.

Recommended Action Configure a unified filter with IPv6 entries to control IPv6 traffic for the user.

751025

Error Message `%FTD-5-751025: Local: local IP :local port Remote: remote IP :remote port Username:username Group:group-policy IPv4 Address=assigned_IPv4_addr IPv6 address=assigned_IPv6_addr assigned to session.`

Explanation This message displays the assigned IP address information for the AnyConnect IKEv2 connection of the specified user.

- *local IP* :*local port* —Local IP address for this request. The Secure Firewall Threat Defense IP address and port number used for this connection
- *remote IP* :*remote port* —Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *group-policy* —The group policy that allowed the user to gain access
- *assigned_IPv4_addr* —The IPv4 address that is assigned to the client
- *assigned_IPv6_addr* —The IPv6 address that is assigned to the client

Recommended Action None required.

751026

Error Message `%FTD-6-751026: Local: localIP:port Remote: remoteIP:port Username: username/group IKEv2 Client OS: client-os Client: client-name client-version`

Explanation The indicated user is attempting to connect with the shown operating system and client version.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *client-os* —The operating system reported by the client
- *client-name* —The client name reported by the client (usually AnyConnect)
- *client-version* —The client version reported by the client

Recommended Action None required.

751027

Error Message `%FTD-4-751027: Local:local IP :local port Remote:peer IP :peer port Username:username IKEv2 Received INVALID_SELECTORS Notification from peer. Peer received a packet (SPI=spi). The decapsulated inner packet didn't match the negotiated policy in the SA. Packet destination pkt_daddr , port pkt_dest_port , source pkt_saddr , port pkt_src_port , protocol pkt_prot .`

Explanation A peer received a packet on an IPsec security association (SA) that did not match the negotiated traffic descriptors for that SA. The peer sent an INVALID_SELECTORS notification containing the SPI and packet data for the offending packet.

- *local IP* —The Secure Firewall Threat Defense local IP address
- *local port* —The Secure Firewall Threat Defense local port
- *peer IP* —Peer IP address
- *peer port* —Peer port
- *username* —Username
- *spi* —SPI of the IPsec SA for the packet
- *pkt_daddr* —Packet destination IP address
- *pkt_dest_port* —Packet destination port
- *pkt_saddr* —Packet source IP address
- *pkt_src_port* —Packet source port
- *pkt_prot* —Packet protocol

Recommended Action Copy the error message, the configuration, and any details about the events leading up to this error, then submit them to Cisco TAC.

752001

Error Message `%FTD-2-752001: Tunnel Manager received invalid parameter to remove record`

Explanation A failure to remove a record from the tunnel manager that might prevent future tunnels to the same peer from initiating has occurred.

Recommended Action Reloading the device will remove the record, but if the error persists or recurs, perform additional debugging of the specific tunnel attempt.

752002

Error Message `%FTD-7-752002: Tunnel Manager Removed entry. Map Tag = mapTag . Map Sequence Number = mapSeq .`

Explanation An entry to initiate a tunnel was successfully removed.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action None required.

752003

Error Message `%FTD-5-752003: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv2. Map Tag = mapTag . Map Sequence Number = mapSeq`

Explanation An attempt is being made to initiate an IKEv2 tunnel that was based on the crypto map indicated.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action None required.

752004

Error Message `%FTD-5-752004: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv1. Map Tag = mapTag . Map Sequence Number = mapSeq`

Explanation An attempt is being made to initiate an IKEv1 tunnel that was based on the crypto map indicated.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action None required.

752005

Error Message `%FTD-2-752005: Tunnel Manager failed to dispatch a KEY_ACQUIRE message. Memory may be low. Map Tag = mapTag . Map Sequence Number = mapSeq.`

Explanation An attempt to dispatch a tunnel initiation attempt failed because of an internal error, such as a memory allocation failure.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action Use the memory tracking tools and additional debugging to isolate the issue.

752006

Error Message `%FTD-3-752006: Tunnel Manager failed to dispatch a KEY_ACQUIRE message. Probable mis-configuration of the crypto map or tunnel-group. Map Tag = Tag . Map Sequence Number = num, SRC Addr: address port: port Dst Addr: address port: port .`

Explanation An attempt to dispatch a tunnel initiation attempt failed because of a configuration error of the indicated crypto map or associated tunnel group.

- *Tag* —Name of the crypto map for which the initiation entry was removed
- *num* —Sequence number of the crypto map for which the initiation entry was removed
- *address* —The source IP address or destination IP address
- *port* —The source port number or destination port number

Recommended Action Check the configuration of the tunnel group and crypto map indicated to make sure that it is complete.

752007

Error Message `%FTD-3-752007: Tunnel Manager failed to dispatch a KEY_ACQUIRE message. Entry already in Tunnel Manager. Map Tag = mapTag . Map Sequence Number = mapSeq`

Explanation An attempt was made to re-add an existing entry into the tunnel manager.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action If the issue persists, make sure that the configuration of the peer will allow the tunnel, and debug further to make sure that the tunnel manager entries are being added and removed correctly during tunnel initiation and successful or failed initiation attempts. Debug IKE version 2 or IKE version 1 connections further, because they may still be in the process of creating the tunnel.

752008

Error Message `%FTD-7-752008: Duplicate entry already in Tunnel Manager`

Explanation A duplicate request to initiate a tunnel was made, and the tunnel manager is already attempting to initiate the tunnel.

Recommended Action None required. If the issue persists, either IKE version 1 or IKE version 2 may have attempted a tunnel initiation and not have timed out yet. Debug further using the applicable commands to make sure that the tunnel manager entry is removed after successful or failed initiation attempts.

752009

```
%FTD-4-752009: IKEv2 Doesn't support Multiple Peers
```

Explanation An attempt to initiate a tunnel with IKE version 2 failed because the crypto map is configured with multiple peers, which is not supported for IKE version 2. Only IKE version 1 supports multiple peers.

Recommended Action Check the configuration to make sure that multiple peers are not expected for IKE version 2 site-to-site initiation.

752010

Error Message `%FTD-4-752010: IKEv2 Doesn't have a proposal specified`

Explanation No IPsec proposal was found to be able to initiate an IKE version 2 tunnel .

Recommended Action Check the configuration, then configure an IKE version 2 proposal that can be used to initiate the tunnel, if necessary.

752011

Error Message `%FTD-4-752011: IKEv1 Doesn't have a transform set specified`

Explanation No IKE version 1 transform set was found to be able to initiate an IKE version 2 tunnel.

Recommended Action Check the configuration, then configure an IKE version 2 transform set that can be used to initiate the tunnel, if necessary.

752012

Error Message `%FTD-4-752012: IKEv` *`protocol`* `was unsuccessful at setting up a tunnel. Map Tag =` *`mapTag`* `. Map Sequence Number =` *`mapSeq`* `.`

Explanation The indicated protocol failed to initiate a tunnel using the configured crypto map.

- *protocol*— IKE version number 1 or 2 for IKEv1 or IKEv2
- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action Check the configuration, then debug further within the indicated protocol to determine the cause of the failed tunnel attempt.

752013

Error Message `%FTD-4-752013: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv2 after a failed attempt. Map Tag =` *`mapTag`* `. Map Sequence Number =` *`mapSeq`* `.`

Explanation The tunnel manager is attempting to initiate the tunnel again after it failed.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action Check the configuration, and make sure that the crypto maps are correctly configured. Then determine if the tunnel is successfully created on the second attempt.

752014

Error Message `%FTD-4-752014: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv1 after a failed attempt. Map Tag = mapTag . Map Sequence Number = mapSeq .`

Explanation The tunnel manager is falling back and attempting to initiate the tunnel using IKE version 1 after the tunnel failed.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action Check the configuration, and make sure that the crypto maps are correctly configured. Then determine if the tunnel is successfully created on the second attempt.

752015

Error Message `%FTD-3-752015: Tunnel Manager has failed to establish an L2L SA. All configured IKE versions failed to establish the tunnel. Map Tag = mapTag . Map Sequence Number = mapSeq .`

Explanation An attempt to bring up an L2L tunnel to a peer failed after trying with all configured protocols.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action Check the configuration, and make sure that the crypto maps are correctly configured. Debug the individual protocols to isolate the cause of the failure.

752016

Error Message `%FTD-5-752016: IKEv protocol was successful at setting up a tunnel. Map Tag = mapTag . Map Sequence Number = mapSeq.`

Explanation The indicated protocol (IKE version 1 or IKE version 2) successfully created an L2L tunnel.

- *protocol*— IKE version number 1 or 2 for IKEv1 or IKEv2
- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action None required.

752017

Error Message `%FTD-4-752017: IKEv2 Backup L2L tunnel initiation denied on interface interface matching crypto map name , sequence number number . Unsupported configuration.`

Explanation The Secure Firewall Threat Defense device uses IKEv1 to initiate the connection because IKEv2 does not support the backup L2L feature.

Recommended Action None required if IKEv1 is enabled. You must enable IKEv1 to use the backup L2L feature.

753001

Error Message `%FTD-4-753001: Unexpected IKEv2 packet received from <IP>:<port>. Error: <reason>`

Explanation This syslog is generated when an IKEv2 packet is received when the cluster is operating in Distributed VPN clustering mode and fails early consistency and/or error checks performed on it in the datapath.

- <IP>—source IP address from where the packet was received
- <port>—source port from where the packet was received
- <reason>—Reason why the packet is considered invalid. This value could be *Corrupted SPI detected* or *Expired SPI received*.

Recommended Action None required if IKEv1 is enabled. You must enable IKEv1 to use the backup L2L feature.

767001

Error Message `%FTD-6-767001: Inspect-name : Dropping an unsupported IPv6/IP46/IP64 packet from interface :IP Addr to interface :IP Addr (fail-close)`

Explanation A fail-close option was set for a service policy, and a particular inspect received an IPv6, IP64, or IP46 packet. Based on the fail-close option setting, this syslog message is generated and the packet is dropped.

Recommended Action None required.

768001

Error Message `%FTD-3-768001: QUOTA: resource utilization is high: requested req , current curr , warning level level`

Explanation A system resource allocation level has reached its warning threshold. In the case of a management session, the resource is simultaneous administrative sessions.

- *resource*— The name of the system resource; in this case, it is a management session.
- *req* —The number requested; for a management session, it is always 1.
- *curr* —The current number allocated; equals *level* for a management session
- *level* —The warning threshold, which is 90 percent of the configured limit

Recommended Action None required.

768002

Error Message `%FTD-3-768002: QUOTA: resource quota exceeded: requested req , current curr , limit limit`

Explanation A request for a system resource would have exceeded its configured limit and was denied. In the case of a management session, the maximum number of simultaneous administrative sessions on the system has been reached.

- *resource*— The name of the system resource; in this case, it is a management session.
- *req* —The number requested; for a management session, it is always 1.
- *curr* —The current number allocated; equals *level* for a management session
- *limit* —The configured resource limit

Recommended Action None required.

768003

Error Message `%FTD-3-768003: QUOTA: management session quota exceeded for user user name: current 3, user limit 3`

Explanation The current management session exceeded the configured limits for the user.

- *current* —The current number allocated for management session for the user
- *limit* —The configured management session limit. The default value being 15.

Recommended Action None required.

768004

Error Message `%FTD-3-768004: QUOTA: management session quota exceeded for ssh/telnet/http protocol: current 2, protocol limit 2`

Explanation The maximum number of management sessions for the protocol - ssh, telnet, or http exceeded the configured limit.

- *current* —The current number allocated for a management session
- *limit* —The configured resource limit per protocol. The default values being 5.

Recommended Action None required.

769001

Error Message `%FTD-5-769001: UPDATE: ASA image src was added to system boot list`

Explanation The system image has been updated. The name of a file previously downloaded onto the system has been added to the system boot list.

- *src*— The name or URL of the source image file

Recommended Action None required.

769002

Error Message `%FTD-5-769002: UPDATE: ASA image src was copied to dest`

Explanation The system image has been updated. An image file has been copied onto the system.

- *src*— The name or URL of the source image file
- *dest* —The name of the destination image file

Recommended Action None required.

769003

Error Message `%FTD-5-769003: UPDATE: ASA image src was renamed to dest`

Explanation The system image has been updated. An existing image file has been renamed to an image file name in the system boot list.

- *src*— The name or URL of the source image file
- *dest* —The name of the destination image file

Recommended Action None required.

769004

Error Message `%FTD-2-769004: UPDATE: ASA image src_file failed verification, reason: failure_reason`

Explanation The image failed verification from either the copy command or verify command.

- *src_file* — The file name or URL of the source image file
- *failure_reason* —The file name of the destination image file

Recommended Action Possible failure reasons are: insufficient system memory, no image found in file, checksum failed, signature not found in file, signature invalid, signature algorithm not supported, signature processing issue

769005

Error Message `%FTD-5-769005: UPDATE: ASA image image_name passed image verification.`

Explanation This is a notification message indicating that the image passed verification.

- *image_name* — The file name of the Secure Firewall Threat Defense image file

Recommended Action None Required.

769006

Error Message `%FTD-3-769006: UPDATE: ASA boot system image image_name was not found on disk.`

Explanation This is an error message indicating that the file configured in the boot system list could not be located on disk.

- *image_name* — The file name of the Secure Firewall Threat Defense image file

Recommended Action If the device fails to boot, change the boot system command to point to a valid file or install the missing file to the disk before rebooting the device.

769007

Error Message `%FTD-6-769007: UPDATE: Image version is version_number`

Explanation This message appears when the device is upgraded.

- *version_number* — The version number of the Secure Firewall Threat Defense image file

Recommended Action None required.

769009

Error Message `%FTD-4-769009: UPDATE: Image booted image_name is different from boot images.`

Explanation This is an error message appears after upgrading the device indicating that the file configured is different from the existing list of boot images.

- *image_name* — The file name of the Secure Firewall Threat Defense image file

Recommended Action None required.

770001

Error Message `%FTD-4-770001: Resource resource allocation is more than the permitted list of limit for this platform. If this condition persists, the ASA will be rebooted.`

Explanation The CPU or memory resource allocation for the Secure Firewall Threat Defense virtual machine has exceeded the allowed limit for this platform. This condition does not occur unless the setting for the Secure Firewall Threat Defense virtual machine has been changed from that specified in the software downloaded from Cisco.com.

Recommended Action To continue Secure Firewall Threat Defense operation, change the CPU or memory resource allocation of the virtual machine to what was specified with the software downloaded from Cisco.com.

770002

Error Message `%FTD-1-770002: Resource resource allocation is more than the permitted limit for this platform. ASA will be rebooted.`

Explanation The CPU or memory resource allocation for the Secure Firewall Threat Defense virtual machine has exceeded the allowed limit for this platform. This condition does not occur unless the setting for the Secure Firewall Threat Defense virtual machine has been changed from that specified in the software downloaded from Cisco.com. The Secure Firewall Threat Defense device will continue to reboot if the resource allocation is not changed.

Recommended Action Change the CPU or memory reosurce allocation to the virtual machine to what was specified with the software downloaded from Cisco.com.

770003

Error Message `%FTD-4-770003: Resource resource allocation is less than the minimum requirement of value for this platform. If this condition persists, performance will be lower than normal.`

Explanation The CPU or memory resource allocation to the Secure Firewall Threat Defense virtual machine is less than the minimum requirement for this platform. If this condition persists, performance will be lower than normal.

Recommended Action To continue Secure Firewall Threat Defense operation, change the CPU or memory reosurce allocation of the virtual machine to what was specified with the software downloaded from Cisco.

772002

Error Message `%FTD-3-772002: PASSWORD: console login warning, user username , cause: password expired`

Explanation A user logged into the system console with an expired password, which is permitted to avoid system lockout.

- *username*— The name of the user

Recommended Action The user should change the login password.

772003

Error Message `%FTD-2-772003: PASSWORD: session login failed, user username , IP ip , cause: password expired`

Explanation A user logged tried to log into the system with an expired password and was denied access.

- *session*— The session type, which can be SSH or Telnet
- *username*— The name of the user
- *ip* —The IP address of the user

Recommended Action If the user has authorized access, an administrator must change the password for the user. Unauthorized access attempts should trigger an appropriate response, for example. traffic from that IP address can be blocked.

772004

Error Message `%FTD-3-772004: PASSWORD: session login failed, user username , IP ip , cause: password expired`

Explanation A user logged tried to log into the system with an expired password and was denied access.

- *session*— The session type, which is ASDM
- *username*— The name of the user
- *ip* —The IP address of the user

Recommended Action If the user has authorized access, an administrator must change the password for the user. Unauthorized access attempts should trigger an appropriate response, for example. traffic from that IP address can be blocked.

772005

Error Message `%FTD-6-772005: REAUTH: user username passed authentication`

Explanation The user authenticated successfully after changing the password.

- *username*— The name of the user

Recommended Action None required.

772006

Error Message `%FTD-2-772006: REAUTH: user username failed authentication`

Explanation The user entered the wrong password while trying to change it. As a result, the password was not changed.

- *username*— The name of the user

Recommended Action The user should retry changing the password using the **change-password** command.

774001

Error Message `%FTD-2-774001: POST: unspecified error`

Explanation The crypto service provider failed the power on self-test.

Recommended Action Contact the Cisco TAC.

774002

Error Message `%FTD-2-774002: POST: error err, func func , engine eng , algorithm alg , mode mode , dir dir , key len len`

Explanation The crypto service provider failed the power on self-test.

- *err* —The failure cause
- *func* —The function
- *eng* —The engine, which can be NPX, Nlite, or software
- *alg* —The algorithm, which can be any of the following: RSA, DSA, DES, 3DES, AES, RC4, MD5, SHA1, SHA256, SHA386, SHA512, HMAC-MD5, HMAC-SHA1, HMAC-SHA2, or AES-XCBC
- *mode* —The mode, which can be any of the following: none, CBC, CTR, CFB, ECB, stateful-RC4, or stateless-RC4
- *dir* —Either encryption or decryption
- *len* —The key length in bits

Recommended Action Contact the Cisco TAC.

776251

Error Message `%FTD-6-776251: CTS SGT-MAP: Binding binding IP - SGname (SGT ) from source name added to binding manager.`

Explanation Binding from the specified source was added to the binding manager.

- *binding IP* —IPv4 or IPv6 binding address.
- *SGname* (*SGT*)—Binding SGT information. Has the following format if SGname is available: *SGname* (*SGT*) and the following format if SGname is unavailable: *SGT*.
- *source name* —Name of the contributing source.

Recommended Action None required.

776252

Error Message `%FTD-5-776252: CTS SGT-MAP: CTS SGT-MAP: Binding binding IP - SGname (SGT ) from source name deleted from binding manager.`

Explanation Binding from the specified source was deleted from the binding manager.

Binding from the specified source was added to the binding manager.

- *binding IP* —IPv4 or IPv6 binding address.
- *SGname* (*SGT*)—Binding SGT information. Has the following format if SGname is available: *SGname* (*SGT*) and the following format if SGname is unavailable: *SGT*.
- *source name* —Name of the contributing source.

Recommended Action None required.

776253

Error Message `%FTD-6-776253: CTS SGT-MAP: Binding binding IP - new SGname (SGT ) from new source name changed from old sgt: old SGname (SGT ) from old source old source name .`

Explanation A particular IP to SGT binding has changed in the binding manager.

- *binding IP* —IPv4 or IPv6 binding address.
- *new SGname* (*SGT*)—New binding SGT information. Has the following format if SGname is available: *SGname* (*SGT*) and the following format if SGname is unavailable: *SGT*.
- *new source name* —Name of the new contributing source.
- *old SGname* (*SGT*)—Old binding SGT information. Has the following format if SGname is available: *SGname* (*SGT*) and the following format if SGname is unavailable: *SGT*.
- *old source name* —Name of the old contributing source.

Recommended Action None required.

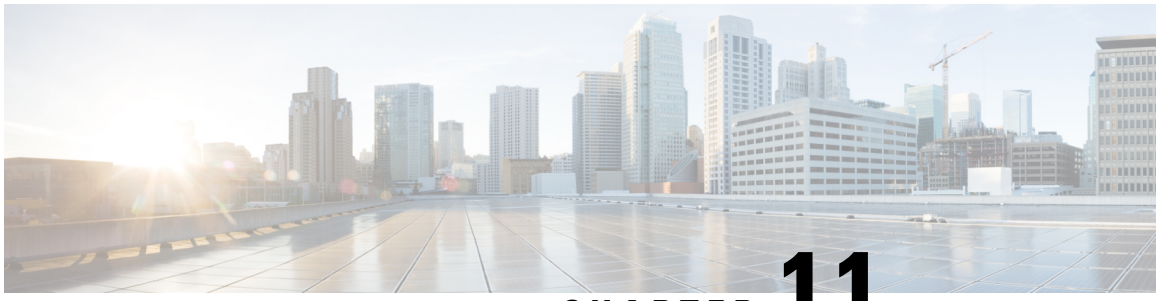
776254

Error Message `%FTD-3-776254: CTS SGT-MAP: Binding manager unable to action binding binding IP - SGname (SGT ) from source name.`

Explanation The binding manager cannot insert, delete, or update the binding

- *action*— Binding manager operation. Either insert, delete or update.
- *binding IP* —IPv4 or IPv6 binding address.
- *SGname* (*SGT*)—Binding SGT information. Has the following format if SGname is available: *SGname* (*SGT*) and the following format if SGname is unavailable: *SGT*.
- *source name* —Name of the contributing source.

Recommended Action Contact the Cisco TAC for assistance.



CHAPTER 11

Syslog Messages 778001 to 8300006

This chapter contains the following sections:

Messages 778001 to 785001

This section includes messages from 778001 to 785001.

778001

Error Message `%FTD-6-778001: VXLAN: Invalid VXLAN segment-id segment-id for protocol from ifc-name :(IP-address/port) to ifc-name :(IP-address/port).`

Explanation The Secure Firewall Threat Defense device tries to create an inner connection for a VXLAN packet, but the VXLAN packet has an invalid segment ID.

Recommended Action None required.

778002

Error Message `%FTD-6-778002: VXLAN: There is no VNI interface for segment-id segment-id .`

Explanation A decapsulated ingress VXLAN packet is discarded, because the segment ID in the VXLAN header does not match the segment ID of any VNI interface configured on the Secure Firewall Threat Defense device.

Recommended Action None required.

778003

Error Message `%FTD-6-778003: VXLAN: Invalid VXLAN segment-id segment-id for protocol from ifc-name :(IP-address/port) to ifc-name :(IP-address/port) in FP.`

Explanation The Secure Firewall Threat Defense Fast Path sees a VXLAN packet with an invalid segment ID.

Recommended Action Check the VNI interface segment ID configurations to see if the dropped packet has the VXLAN segment ID that does not match any VNI segment ID configuration.

778004

Error Message `%FTD-6-778004: VXLAN: Invalid VXLAN header for protocol from ifc-name :(IP-address/port) to ifc-name :(IP-address/port) in FP.`

Explanation The Secure Firewall Threat Defense VTEP sees a VXLAN packet with an invalid VXLAN header.

Recommended Action None required.

778005

Error Message `%FTD-6-778005: VXLAN: Packet with VXLAN segment-id segment-id from ifc-name is denied by FP L2 check.`

Explanation A VXLAN packet is denied by a Fast Path L2 check.

Recommended Action Check the VNI interface segment ID configurations to see if the dropped packet has the VXLAN segment ID that does not match any VNI segment ID configuration. Check to see if the STS table has an entry that matches the dropped packet's segment ID.

778006

Error Message `%FTD-6-778006: VXLAN: Invalid VXLAN UDP checksum from ifc-name :(IP-address/port) to ifc-name :(IP-address/port) in FP.`

Explanation The Secure Firewall Threat Defense VTEP received a VXLAN packet with an invalid UDP checksum value.

Recommended Action None required.

778007

Error Message `%FTD-6-778007: VXLAN: Packet from ifc-name :IP-address/port to IP-address/port was discarded due to invalid NVE peer.`

Explanation The Secure Firewall Threat Defense VTEP received a VXLAN packet from an IP address that is different from the configured NVE peer.

Recommended Action None required.

779001

Error Message `%FTD-6-779001: STS: Out-tag lookup failed for in-tag segment-id of protocol from ifc-name :IP-address /port to IP-address /port .`

Explanation The Secure Firewall Threat Defense device tries to create a connection for a VXLAN packet, but failed to use the STS lookup table to locate the out-tag for the in-tag (segment ID) in the VXLAN packet.

Recommended Action None required.

779002

Error Message `%FTD-6-779002: STS: STS and NAT locate different egress interface for segment-id` *`segment-id , protocol`* `from` *`ifc-name`* `:`*`IP-address /port`* `to` *`IP-address /port`*

Explanation The Secure Firewall Threat Defense device tries to create a connection for a VXLAN packet, but the STS lookup table and NAT policy locate a different egress interface.

Recommended Action None required.

779003

Error Message `%FTD-3-779003: STS: Failed to read tag-switching table -` *`reason`*

Explanation The Secure Firewall Threat Defense device tried to read the tag-switching table, but failed.

Recommended Action None required.

779004

Error Message `%FTD-3-779004: STS: Failed to write tag-switching table -` *`reason`*

Explanation The Secure Firewall Threat Defense device tried to write to the tag-switching table, but failed.

Recommended Action None required.

779005

Error Message `%FTD-3-779005: STS: Failed to parse tag-switching request from http -` *`reason`*

Explanation The Secure Firewall Threat Defense device tried to parse the HTTP request to see what to do on the tag-switching table, but failed.

Recommended Action None required.

779006

Error Message `%FTD-3-779006: STS: Failed to save tag-switching table to flash -` *`reason`*

Explanation The Secure Firewall Threat Defense device tried to save the tag-switching table to flash memory, but failed.

Recommended Action None required.

779007

Error Message `%FTD-3-779007: STS: Failed to replicate tag-switching table to peer -` *`reason`*

Explanation The Secure Firewall Threat Defense device attempts to replicate the tag-switching table to the failover standby unit or clustering data units, but failed to do so.

Recommended Action None required.

780001

Error Message `%FTD-6-780001: RULE ENGINE: Started compilation for access-group transaction - description of the transaction .`

Explanation The rule engine has started compilation for an access group transaction. The description of the transaction is the command line input of the access group itself.

Recommended Action None required.

780002

Error Message `%FTD-6-780002: RULE ENGINE: Finished compilation for access-group transaction - description of the transaction .`

Explanation The rule engine has finished compilation for a transaction. Taking access group as an example, the description of the transaction is the command line input of the access group itself.

Recommended Action None required.

780003

Error Message `%FTD-6-780003: RULE ENGINE: Started compilation for nat transaction - description of the transaction .`

Explanation The rule engine has started compilation for a NAT transaction. The description of the transaction is the command line input of the **nat** command itself.

Recommended Action None required.

780004

Error Message `%FTD-6-780004: RULE ENGINE: Finished compilation for nat transaction - description of the transaction .`

Explanation The rule engine has finished compilation for a NAT transaction. The description of the transaction is the command line input of the **nat** command itself.

Recommended Action None required.

780005

Error Message `%FTD-6-780005: RULE ENGINE: Started compilation for session transaction - description of the transaction .`

Explanation The rule engine has started compilation for the session transaction. This message is generated only when transactional commit is enabled.

Recommended Action None required.

780006

Error Message `%threat defense-6-780006: RULE ENGINE: Finished compilation for session transaction - description of the transaction .`

Explanation The rule engine has completed compilation for the transaction. This message is generated only when transactional commit is enabled.

Recommended Action None required.

785001

Error Message `%FTD-7-785001: Clustering: Ownership for existing flow from <in_interface>:<src_ip_addr>/<src_port> to <out_interface>:<dest_ip_addr>/<dest_port> moved from unit <old-owner-unit-id> at site <old-site-id> to <new-owner-unit-id> at site <old-site-id> due to <reason>.`

Explanation This syslog is generated when clustering moved the flow from one unit in one site to another unit in another site in inter-DC environment. Reason must be whatever triggered the move, such as LISP notification.

Recommended Action Verify the flow status in the new unit at new site.

Messages 803001 to 8300006

This section includes messages from 803001 to 852002 and 8300001 to 8300006.

803001

Error Message `%FTD-6-803001: bypass is continuing after power up, no protection will be provided by the system for traffic over GigabitEthernet 1/1-1/2`

Explanation Informational message to the user that the hardware bypass will be continued after bootup.

Recommended Action None required.

Error Message `%FTD-6-803001: bypass is continuing after power up, no protection will be provided by the system for traffic over GigabitEthernet 1/3-1/4`

Explanation Informational message to the user that the hardware bypass will be continued after bootup.

Recommended Action None required.

803002

Error Message `%FTD-6-803002: no protection will be provided by the system for traffic over GigabitEthernet 1/1-1/2`

Explanation Informational message to the user that hardware bypass is manually enabled.

Recommended Action None required.

Error Message `%FTD-6-803002: no protection will be provided by the system for traffic over GigabitEthernet 1/3-1/4`

Explanation Informational message to the user that hardware bypass is manually enabled.

Recommended Action None required.

803003

Error Message `%FTD-6-803003: User disabled bypass manually on GigabitEthernet 1/1-1/2.`

Explanation Informational message to the user that hardware bypass is manually disabled.

Recommended Action None required.

Error Message `%FTD-6-803003: User disabled bypass manually on GigabitEthernet 1/3-1/4.`

Explanation Informational message to the user that hardware bypass is manually disabled.

Recommended Action None required.

804001

Error Message `%FTD-6-804001: Interface GigabitEthernet1/3 1000BaseSX SFP has been inserted`

Explanation Informational message to the user about the online insertion of the supported SFP module.

Recommended Action None required.

804002

Error Message `%FTD-6-804002: Interface GigabitEthernet1/3 SFP has been removed`

Explanation Informational message to the user about removal of the supported SFP module.

Recommended Action None required.

805001

Error Message `%FTD-6-805001: Flow offloaded: connection conn_id outside_ifc:outside_addr/outside_port (mapped_addr/mapped_port) inside_ifc:inside_addr/inside_port (mapped_addr/mapped_port) Protocol`

Explanation Indicates flow is offloaded to the super-fast path.

Recommended Action None required.

805002

Error Message `%FTD-6-805002: Flow is no longer offloaded: connection conn_id outside_ifc:outside_addr/outside_port (mapped_addr/mapped_port) inside_ifc:inside_addr/inside_port (mapped_addr/mapped_port) Protocol`

Explanation Indicates flow offloading is disabled on a flow which was offloaded to the super-fast path.

Recommended Action None required.

805003

Error Message `%FTD-6-805003: TCP Flow could not be offloaded for connection conn_id from outside_ifc:outside_addr/outside_port (mapped_addr/mapped_port) to inside_ifc:inside_addr/inside_port (mapped_addr/mapped_port)`*reason*

Explanation Indicates flow could not be offloaded. For example, due to flow entry collision on the offload flow table.

Recommended Action None required.

806001

Error Message `%FTD-6-806001: Primary alarm CPU temperature is High temperature`

Explanation The CPU has reached temperature over primary alarm temperature setting for high temperature and such alarm is enabled.

- temperature – Current CPU temperature (in Celsius).

Recommended Action Contact Administrator who configured this alarm on following actions.

806002

Error Message `%FTD-6-806002: Primary alarm for CPU high temperature is cleared`

Explanation The CPU temperature goes down to under primary alarm temperature setting for high temperature.

Recommended Action None required.

806003

Error Message `%FTD-6-806003: Primary alarm CPU temperature is Low temperature`

Explanation The CPU has reached temperature under primary alarm temperature setting for low temperature and such alarm is enabled.

- temperature – Current CPU temperature (in Celsius).

Recommended Action Contact Administrator who configured this alarm on following actions.

806004

Error Message `%FTD-6-806004: Primary alarm for CPU Low temperature is cleared`

Explanation The CPU temperature goes up to over primary alarm temperature setting for low temperature.

Recommended Action None required.

806005

Error Message `%FTD-6-806005: Secondary alarm CPU temperature is High temperature`

Explanation The CPU has reached temperature over secondary alarm temperature setting for high temperature and such alarm is enabled.

- temperature – Current CPU temperature (in Celsius).

Recommended Action Contact Administrator who configured this alarm on following actions.

806006

Error Message `%FTD-6-806006: Secondary alarm for CPU high temperature is cleared`

Explanation The CPU temperature goes down to under secondary alarm temperature setting for high temperature.

Recommended Action None required.

806007

Error Message `%FTD-6-806007: Secondary alarm CPU temperature is Low temperature`

Explanation The CPU has reached temperature under secondary alarm temperature setting for low temperature and such alarm is enabled.

- temperature – Current CPU temperature (in Celsius).

Recommended Action Contact Administrator who configured this alarm on following actions.

806008

Error Message `%FTD-6-806008: Secondary alarm for CPU Low temperature is cleared`

Explanation The CPU temperature goes up to over secondary alarm temperature setting for low temperature.

Recommended Action None required.

806009

Error Message `%FTD-6-806009: Alarm asserted for ALARM_IN_1 description`

Explanation Alarm input port 1 is triggered.

- description – Alarm description configured by user for this alarm input port.

Recommended Action Contact Administrator who configured this alarm on following actions.

806010

Error Message `%FTD-6-806010: Alarm cleared for ALARM_IN_1 alarm_1_description`

Explanation Alarm input port 1 is cleared.

- description – Alarm description configured by user for this alarm input port.

Recommended Action None required.

806011

Error Message `%FTD-6-806011: Alarm asserted for ALARM_IN_2 description`

Explanation Alarm input port 2 is triggered.

- description – Alarm description configured by user for this alarm input port.

Recommended Action Contact Administrator who configured this alarm on following actions.

806012

Error Message `%FTD-6-806012: Alarm cleared for ALARM_IN_2 alarm_2_description`

Explanation Alarm input port 2 is cleared.

- description – Alarm description configured by user for this alarm input port.

Recommended Action None required.

812005

Error Message `%FTD-4-812005: Link-State-Propagation activated on inline-pair due to failure of interface` *`interface-name`* `bringing down pair interface` *`interface-name`*

Explanation This message is generated when the link state propagation is activated on the inline pair due to failure of an interface.

Recommended Action None.

812006

Error Message `%FTD-4-812006: Link-State-Propagation de-activated on inline-pair due to recovery of interface` *`interface-name`* `bringing up pair interface` *`interface-name`*

Explanation This message is generated when the link state propagation is deactivated on the inline pair due to recovery of failed interface.

Recommended Action None.

812007

Error Message `%FTD-6-812007: Inline-set hardware-bypass mode configuration` *`status`*

Explanation This message is generated when the state (succeeded or failed) of hardware and software bypass modes for the IPS inline interfaces changes.

Recommended Action None.

815002

Error Message `%FTD-2-815002: Denied packet, hard limit, 10000, for object-group search exceeded for UDP from` *`source IP address/port`* `to` *`destination IP address/port`*

Explanation When object-group-search threshold (by default threshold is 10K) is configured in FTD, and if any OGS search crosses 10k limit, packets are dropped and this message is generated.

Recommended Action None.

815003

Error Message `%FTD-4-815003: Object-Group-Search threshold exceeded` *`current value`* `threshold (10000) for packet UDP from` *`source IP address/port`* `to` *`destination IP address/port`*

Explanation When object-group-search threshold is not configured in FTD, and if any OGS search crosses 10000 limit, packets are dropped and this message is generated.

Recommended Action None.

815004

Error Message `%FTD-7-815004: OGS: Packet` *`protocol`* `from` *`source IP address/port`* `to` *`destination IP address/port`* `matched` *`number of source network objects`* `source network objects and` *`number of source network objects`* `destination network objects total search entries` *`total number of entries`*`. Resultant key-set has` *`number of entries`* `entries`

Explanation This message is generated to provide a detailed information on the object group search entries:

- Source network object count
- Destination network object count
- Total search (product of source and destination count)
- Resultant Key-set value (to be queried in the ACL Lookup)

Recommended Action None.

840001

Error Message `%FTD-3-840001: Failed to create the backup for an IKEv2 session <Local IP>, <Remote IP>`

Explanation In the high-availability setup of distributed site-to-site VPN, an attempt to create a backup session is made when a IKEv2 session is established or when the cluster membership changes. However, the attempt may fail for reasons such as capacity limit. Hence this message is generated on the unit of a session owner whenever it is notified of failing to create a backup.

Recommended Action None.

850001

Error Message `%FTD-3-850001: SNORT ID (<snort-instance-id>/<snort-process-id>) Automatic-Application-Bypass due to delay of <delay>ms (threshold <AAB-threshold>ms) with <connection-info>`

Explanation The Automatic-Application-Bypass (AAB) event is triggered due to packet delay exceeding the AAB threshold.

Recommended Action Collect troubleshoot archive, snort core files and contact Cisco TAC.

850002

Error Message `%FTD-3-850002: SNORT ID (<snort-instance-id>/<snort-process-id>) Automatic-Application-Bypass due to SNORT not responding to traffics for <timeout-delay>ms(threshold <AAB-threshold>ms)`

Explanation The Automatic-Application-Bypass (AAB) event is triggered due to SNORT not responding to traffics for a period exceeding the AAB threshold.

Recommended Action Collect troubleshoot archive, snort core files and contact Cisco TAC.

852001

Error Message `%FTD-6-852001: Received Lightweight to Full Proxy event from application Snort for TCP flow` *`ip-address/port`* `to` *`ip-address/port`*

Explanation This message appears when Snort decides to inspect payload of TCP based upon the matching policy of connection, for example, SSL policy.

- ip-address□The IPv4 or IPv6 address of flow
- port□The TCP port number

Recommended Action None required.

852002

Error Message `%FTD-6-852002: Received Full Proxy to Lightweight event from application Snort for TCP flow` *`ip-address/port`* `to` *`ip-address/port`*

Explanation This message appears when Snort is no longer interested to inspect payload of TCP based upon the matching policy of connection, for example, SSL policy DND.

- ip-address□The IPv4 or IPv6 address of flow
- port□The TCP port number

Recommended Action None required.

870001

Error Message `%FTD-4-870001: policy-route path-monitoring, remote peer` *`interface_name`*`:`*`IP_Address reachable_status`*

Explanation This message appears to display whether the interface on the policy based route identified through path monitoring is reacheable or not:

- *reacheable_status*—reacheable or unreacheable

Recommended Action None required.

880001

Error Message `%FTD-6-880001:Ingress interface, for traffic source ipaddress to destination ipaddress,PBR picked outside interface 1 as its metric-type became better than outside interface 2`

Explanation This message is generated whenever the interface chosen is different from previous while forwarding the traffic. Where, metric-types are jitter, cost, mos, packet loss, rtt.

Recommended Action None.

8300001

Error Message `%FTD-6-8300001: VPN session redistribution <variable 1>`

Explanation These events notify the administrator that the operation related to 'cluster redistribute vpn-sessiondb' has started or completed. Where,

- <variable 1>—Action: started or completed

Recommended Action None.

8300002

Error Message `%FTD-6-8300002: Moved <variable 1> sessions to <variable 2>`

Explanation Provides details on how many active sessions were moved to another member of the cluster.

- <variable 1>— number of active sessions moved (this can be less than the number requested)
- <variable 2>—name of the cluster member the sessions where moved to

Recommended Action None.

8300003

Error Message `%FTD-3-8300003: Failed to send session redistribution message to <variable 1>`

Explanation There was an error sending a request to another cluster member. This could be due to an internal error or the cluster member the message was destined for is not available.

- <variable 1>— name of the cluster member the message was destined for

Recommended Action If this message is persistent contact customer support.

8300004

Error Message `%FTD-6-8300004: <variable 1> request to move <variable 2> sessions from <variable 3> to <variable 4>`

Explanation This event is displayed when a member receives a request from the director to move a specific number of active sessions to another member in the group.

- <variable 1>—Action: Received, Sent

- <variable 2>—number of active sessions to move
- <variable 3>—name of member receiving the move session request
- <variable 4>—name of the member to receive the active sessions

Recommended Action None.

8300005

Error Message `%FTD-3-8300005: Failed to receive session move response from <variable 1>`

Explanation The director has requested a member to move active sessions to another member. If the director has not received a response to this request within a defined period, it will display this event and terminate the redistribution process.

- <variable 1>—name of member which failed to send a move response within timeout period

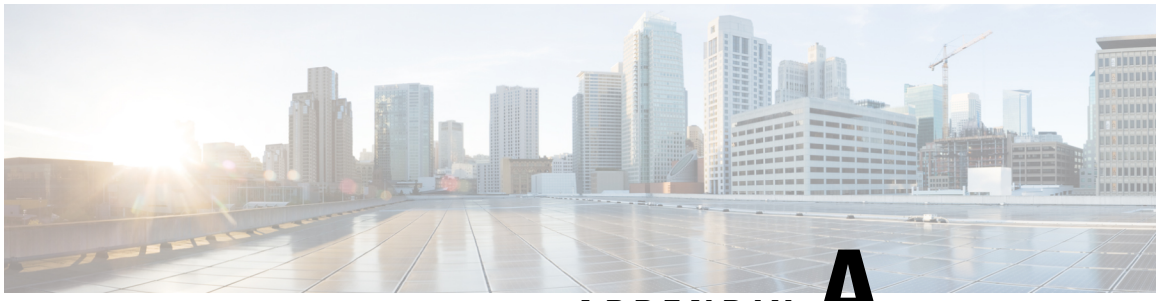
Recommended Action Re-issue the ‘’cluster redistribute vpn-sessiondb” and if the problem persists, contact support.

8300006

Error Message `%FTD-5-8300006: Cluster topology change detected. VPN session redistribution aborted.`

Explanation The VPN session redistribution move calculations are based on the active members at the time the process is started. If a member joins or leaves during this process, the director will terminate the session redistribution.

Recommended Action Retry the operation when all of the members have joined or left the group.



APPENDIX A

System Health and Network Diagnostic Messages Listed by Severity Level

This appendix contains the following sections:

Alert Messages, Severity 1

The following messages appear at severity 1, alerts:

- %FTD-1-101001: (Primary) Failover cable OK.
- %FTD-1-101002: (Primary) Bad failover cable.
- %FTD-1-101003: (Primary) Failover cable not connected (this unit).
- %FTD-1-101004: (Primary) Failover cable not connected (other unit).
- %FTD-1-101005: (Primary) Error reading failover cable status.
- %FTD-1-103001: (Primary) No response from other firewall (reason code = code).
- %FTD-1-103002: (Primary) Other firewall network interface interface_number OK.
- %FTD-1-103003: (Primary) Other firewall network interface interface_number failed.
- %FTD-1-103004: (Primary) Other firewall reports this firewall failed. Reason: reason-string
- %FTD-1-103005: (Primary) Other firewall reporting failure. Reason: SSM card failure
- %FTD-1-103006: (Primary|Secondary) Mate version ver_num is not compatible with ours ver_num
- %FTD-1-103007: (Primary|Secondary) Mate version ver_num is not identical with ours ver_num

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-1-103008: Mate hwdib index is not compatible.
- %threat defense-1-104001: (Primary) Switching to ACTIVE (cause: string).
- %FTD-1-104002: (Primary) Switching to STANDBY (cause: string).
- %FTD-1-104003: (Primary) Switching to FAILED.
- %FTD-1-104004: (Primary) Switching to OK.
- %FTD-1-105001: (Primary) Disabling failover.
- %FTD-1-105002: (Primary) Enabling failover.
- %FTD-1-105003: (Primary) Monitoring on interface interface_name waiting
- %FTD-1-105004: (Primary) Monitoring on interface interface_name normal
- %FTD-1-105005: (Primary) Lost Failover communications with mate on interface interface_name.
- %FTD-1-105006: (Primary) Link status Up on interface interface_name.
- %FTD-1-105007: (Primary) Link status Down on interface interface_name.
- %FTD-1-105008: (Primary) Testing interface interface_name.
- %FTD-1-105009: (Primary) Testing on interface interface_name {Passed|Failed}.
- %FTD-1-105011: (Primary) Failover cable communication failure
- %FTD-1-105020: (Primary) Incomplete/slow config replication
- %FTD-1-105021: (failover_unit) Standby unit failed to sync due to a locked context_name config. Lock held by lock_owner_name
- %FTD-1-105022: (host) Config replication failed with reason = (reason)
- %FTD-1-105031: Failover LAN interface is up
- %FTD-1-105032: LAN Failover interface is down
- %FTD-1-105034: Receive a LAN_FAILOVER_UP message from peer.
- %FTD-1-105035: Receive a LAN failover interface down msg from peer.
- %FTD-1-105036: dropped a LAN Failover command message.
- %FTD-1-105037: The primary and standby units are switching back and forth as the active unit.
- %FTD-1-105038: (Primary) Interface count mismatch
- %FTD-1-105039: (Primary) Unable to verify the Interface count with mate. Failover may be disabled in mate.
- %FTD-1-105040: (Primary) Mate failover version is not compatible.
- %FTD-1-105041: cmd failed during sync.
- %FTD-1-105042: (Primary) Failover interface OK
- %FTD-1-105043: (Primary) Failover interface failed
- %FTD-1-105044: (Primary) Mate operational mode mode is not compatible with my mode mode.

- %FTD-1-105045: (Primary) Mate license (number contexts) is not compatible with my license (number contexts).
- %FTD-1-105046: (Primary|Secondary) Mate has a different chassis
- %FTD-1-105047: Mate has a io_card_name1 card in slot slot_number which is different from my io_card_name2
- %FTD-1-105048: (unit) Mate's service module (application) is different from mine (application)
- %FTD-1-106021: Deny protocol reverse path check from source_address to dest_address on interface interface_name
- %FTD-1-106022: Deny protocol connection spoof from source_address to dest_address on interface interface_name
- %FTD-1-106101 The number of ACL log deny-flows has reached limit (number).
- %FTD-1-107001: RIP auth failed from IP_address: version=number, type=string, mode=string, sequence=number on interface interface_name
- %FTD-1-107002: RIP pkt failed from IP_address: version=number on interface interface_name
- %FTD-1-111111 error_message
- %FTD-1-114001: Failed to initialize 4GE SSM I/O card (error error_string).
- %FTD-1-114002: Failed to initialize SFP in 4GE SSM I/O card (error error_string).
- %FTD-1-114003: Failed to run cached commands in 4GE SSM I/O card (error error_string).
- %FTD-1-1199012: Stack smash during new_stack_call in process/fiber process/fiber, call target f, stack size s, process/fiber name of the process/fiber that caused the stack smash
- %FTD-1-199010: Signal 11 caught in process/fiber(rtcli async executor process)/(rtcli async executor) at address 0xf132e03b, corrective action at 0xca1961a0
- %threat defense-1-199013: syslog
- %FTD-1-199021: System memory utilization has reached the configured watchdog trigger level of Y%. System will now reload
- %FTD-1-211004: WARNING: Minimum Memory Requirement for ASA version ver not met for ASA image. min MB required, actual MB found.
- %FTD-n-216001: internal error in: function: message
- %FTD-1-323006: Module ips experienced a data channel communication failure, data channel is DOWN.
- %FTD-1-332004: Web Cache IP_address/service_ID lost
- %FTD-1-505011: Module ips data channel communication is UP.
- %FTD-1-505014: Module module_id, application down name, version version reason
- %FTD-1-505015: Module module_id, application up application, version version
- %FTD-1-709003: (Primary) Beginning configuration replication: Sending to mate.
- %FTD-1-709004: (Primary) End Configuration Replication (ACT)

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-1-709005: (Primary) Beginning configuration replication: Receiving from mate.
- %FTD-1-709006: (Primary) End Configuration Replication (STB)
- %FTD-1-713900: Descriptive_event_string.
- %FTD-1-716507: Fiber scheduler has reached unreachable code. Cannot continue, terminating.
- %FTD-1-716508: internal error in: function: Fiber scheduler is scheduling rotten fiber. Cannot continuing terminating
- %FTD-1-716509: internal error in: function: Fiber scheduler is scheduling alien fiber. Cannot continue terminating
- %FTD-1-716510: internal error in: function: Fiber scheduler is scheduling finished fiber. Cannot continue terminating
- %FTD-1-716516: internal error in: function: OCCAM has corrupted ROL array. Cannot continue terminating
- %FTD-1-716519: internal error in: function: OCCAM has corrupted pool list. Cannot continue terminating
- %FTD-1-716528: Unexpected fiber scheduler error; possible out-of-memory condition
- %FTD-1-717049: Local CA Server certificate is due to expire in number days and a replacement certificate is available for export.
- %FTD-1-717054: The type certificate in the trustpoint tp name is due to expire in number days. Expiration date and time Subject Name subject name Issuer Name issuer name Serial Number serial number
- %FTD-1-717055: The type certificate in the trustpoint tp name has expired. Expiration date and time Subject Name subject name Issuer Name issuer name Serial Number serial number
- %FTD-1-735001 Cooling Fan var1: OK
- %FTD-1-735002 Cooling Fan var1: Failure Detected
- %FTD-1-735003 Power Supply var1: OK
- %FTD-1-735004 Power Supply var1: Failure Detected
- %FTD-1-735005 Power Supply Unit Redundancy OK
- %FTD-1-735006 Power Supply Unit Redundancy Lost
- %FTD-1-735007 CPU var1: Temp: var2 var3, Critical
- %FTD-1-735008 IPMI: Chassis Ambient var1: Temp: var2 var3, Critical
- %FTD-1-735011: Power Supply var1: Fan OK
- %FTD-1-735012: Power Supply var1: Fan Failure Detected
- %FTD-1-735013: Voltage Channel var1: Voltage OK
- %FTD-1-735014: Voltage Channel var1: Voltage Critical
- %FTD-1-735017: Power Supply var1: Temp: var2 var3, OK
- %FTD-1-735020: CPU var1: Temp: var2 var3 OK

- %FTD-1-735021: Chassis var1: Temp: var2 var3 OK
- %FTD-1-735022: CPU# is running beyond the max thermal operating temperature and the device will be shutting down immediately to prevent permanent damage to the CPU.
- %FTD-1-735024: IO Hub var1: Temp: var2 var3, OK
- %FTD-1-735025: IO Hub var1: Temp: var2 var3, Critical
- %FTD-1-735027: CPU cpu_num Voltage Regulator is running beyond the max thermal operating temperature and the device will be shutting down immediately. The chassis and CPU need to be inspected immediately for ventilation issues.
- %FTD-1-735029: IO Hub is running beyond the max thermal operating temperature and the device will be shutting down immediately to prevent permanent damage to the circuit.
- %FTD-1-743000: The PCI device with vendor ID: vendor_id device ID: device_id located at bus:device.function bus_num:dev_num, func_num has a link link_attr_name of actual_link_attr_val when it should have a link link_attr_name of expected_link_attr_val.
- %FTD-1-743001: Backplane health monitoring detected link failure
- %FTD-1-743002: Backplane health monitoring detected link OK
- %FTD-1-743004: System is not fully operational - PCI device with vendor ID vendor_id (vendor_name), device ID device_id (device_name) not found
- %threat defense-1-770002: Resource resource allocation is more than the permitted limit for this platform. ASA will be rebooted.

Critical Messages, Severity 2

The following messages appear at severity 2, critical:

- %FTD-2-106001: Inbound TCP connection denied from IP_address/port to IP_address/port flags tcp_flags on interface interface_name
- %FTD-2-106002: protocol Connection denied by outbound list acl_ID src inside_address dest outside_address
- %FTD-2-106006: Deny inbound UDP from outside_address/outside_port to inside_address/inside_port on interface interface_name.
- %FTD-2-106007: Deny inbound UDP from outside_address/outside_port to inside_address/inside_port due to DNS {Response|Query}.
- %FTD-2-106013: Dropping echo request from IP_address to PAT address IP_address
- %FTD-2-106016: Deny IP spoof from (IP_address) to IP_address on interface interface_name.
- %FTD-2-106017: Deny IP due to Land Attack from IP_address to IP_address
- %FTD-2-106018: ICMP packet type ICMP_type denied by outbound list acl_ID src inside_address dest outside_address
- %FTD-2-106020: Deny IP teardrop fragment (size = number, offset = number) from IP_address to IP_address

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-2-106024: Access rules memory exhausted
- %FTD-2-108003: Terminating ESMTP/SMTP connection; malicious pattern detected in the mail address from source_interface:source_address/source_port to dest_interface:dest_address/dset_port. Data:string
- %FTD-2-109011: Authen Session Start: user 'user', sid number
- %FTD-2-112001: (string:dec) Clear complete.
- %FTD-2-113022: AAA Marking RADIUS server servername in aaa-server group AAA-Using-DNS as FAILED
- %FTD-2-113023: AAA Marking protocol server ip-addr in server group tag as ACTIVE
- %FTD-2-113027: Username could not be found in certificate
- %FTD-2-115000: Critical assertion in process: process name fiber: fiber name, component: component name, subcomponent: subcomponent name, file: filename, line: line number, cond: condition
- %FTD-2-199011: Close on bad channel in process/fiber process/fiber, channel ID p, channel state s process/fiber name of the process/fiber that caused the bad channel close operation.
- %FTD-2-199014: syslog
- %FTD-2-199020: System memory utilization has reached X%. System will reload if memory usage reaches the configured trigger level of Y%.
- %FTD-2-201003: Embryonic limit exceeded nconns/elimit for outside_address/outside_port (global_address) inside_address/inside_port on interface interface_name
- %FTD-2-214001: Terminating manager session from IP_address on interface interface_name. Reason: incoming encrypted data (number bytes) longer than number bytes
- %FTD-2-215001:Bad route_compress() call, sdb= number
- %FTD-2-217001: No memory for string in string
- %FTD-2-218001: Failed Identification Test in slot# [fail#/res].
- %FTD-2-218002: Module (slot#) is a registered proto-type for Cisco Lab use only, and not certified for live network operation.
- %FTD-2-218003: Module Version in slot# is obsolete. The module in slot = slot# is obsolete and must be returned via RMA to Cisco Manufacturing. If it is a lab unit, it must be returned to Proto Services for upgrade.
- %FTD-2-218004: Failed Identification Test in slot# [fail#/res]
- %FTD-2-218005: Inconsistency detected in the system information programmed in non-volatile memory
- %FTD-2-321005: System CPU utilization reached utilization %
- %FTD-2-321006: System memory usage reached utilization %
- %FTD-2-410002: Dropped num DNS responses with mis-matched id in the past sec second(s): from src_ifc:sip/sport to dest_ifc:dip/dport
- %FTD-2-709007: Configuration replication failed for command command

- %FTD-2-713078: Temp buffer for building mode config attributes exceeded: bufsize available_size, used value
- %FTD-2-713176: Device_type memory resources are critical, IKE key acquire message on interface interface_number, for Peer IP_address ignored
- %FTD-2-713901: Descriptive_text_string.
- %FTD-2-716500: internal error in: function: Fiber library cannot locate AK47 instance
- %FTD-2-716501: internal error in: function: Fiber library cannot attach AK47 instance
- %FTD-2-716502: internal error in: function: Fiber library cannot allocate default arena
- %FTD-2-716503: internal error in: function: Fiber library cannot allocate fiber descriptors pool
- %FTD-2-716504: internal error in: function: Fiber library cannot allocate fiber stacks pool
- %FTD-2-716505: internal error in: function: Fiber has joined fiber in unfinished state
- %FTD-2-716506: UNICORN_SYSLOGID_JOINED_UNEXPECTED_FIBER
- %FTD-2-716512: internal error in: function: Fiber has joined fiber waited upon by someone else
- %FTD-2-716513: internal error in: function: Fiber in callback blocked on other channel
- %FTD-2-716515: internal error in: function: OCCAM failed to allocate memory for AK47 instance
- %FTD-2-716517: internal error in: function: OCCAM cached block has no associated arena
- %ASWA-2-716518: internal error in: function: OCCAM pool has no associated arena
- %FTD-2-716520: internal error in: function: OCCAM pool has no block list
- %FTD-2-716521: internal error in: function: OCCAM no realloc allowed in named pool
- %FTD-2-716522: internal error in: function: OCCAM corrupted standalone block
- %FTD-2-716525: UNICORN_SYSLOGID_SAL_CLOSE_PRIVDATA_CHANGED
- %FTD-2-716526: UNICORN_SYSLOGID_PERM_STORAGE_SERVER_LOAD_FAIL
- %FTD-2-716527: UNICORN_SYSLOGID_PERM_STORAGE_SERVER_STORE_FAI
- %FTD-2-717008: Insufficient memory to process_requiring_memory.
- %FTD-2-717011: Unexpected event event event_ID
- %FTD-2-735009: IPMI: Environment Monitoring has failed initialization and configuration. Environment Monitoring is not running.
- %FTD-2-735023: ASA was previously shutdown due to the CPU complex running beyond the maximum thermal operating temperature. The chassis needs to be inspected immediately for ventilation issues.
- %FTD-2-735028: ASA was previously shutdown due to a CPU Voltage Regulator running beyond the max thermal operating temperature. The chassis and CPU need to be inspected immediately for ventilation issues.
- %FTD-2-736001: Unable to allocate enough memory at boot for jumbo-frame reservation. Jumbo-frame support has been disabled.

- %FTD-2-747009: Clustering: Fatal error due to failure to create RPC server for module module name.
- %threat defense-2-747011: Clustering: Memory allocation error.
- %threat defense-2-752001: Tunnel Manager received invalid parameter to remove record.
- %FTD-2-748007: Failed to de-bundle the ports for module slot_number in chassis chassis_number; traffic may be black holed
- %FTD-2-752001: Tunnel Manager received invalid parameter to remove record.
- %FTD-2-752005: Tunnel Manager failed to dispatch a KEY_ACQUIRE message. Memory may be low. Map Tag = mapTag. Map Sequence Number = mapSeq.
- %FTD-2-772003: PASSWORD: session login failed, user username, IP ip, cause: password expired
- %FTD-2-772006: REAUTH: user username failed authentication
- %FTD-2-774001: POST: unspecified error
- %FTD-2-774002: POST: error err, func func, engine eng, algorithm alg, mode mode, dir dir, key len len
- %FTD-2-815002: Denied packet, hard limit, 10000, for object-group search exceeded for UDP from <source IP address/port> to <destination IP address/port>

Error Messages, Severity 3

The following messages appear at severity 3, errors:

- %FTD-3-105010: (Primary) Failover message block alloc failed
- %FTD-3-105052: HA cipher in use *algorithm name* strong encryption is AVAILABLE, please reboot to use strong cipher and preferably change the key in use.
- %FTD-3-106010: Deny inbound protocol src [interface_name: source_address/source_port] [([idfw_user | FQDN_string], sg_info)] dst [interface_name: dest_address/dest_port}[([idfw_user | FQDN_string], sg_info)]
- %FTD-3-106011: Deny inbound (No xlate) string
- %FTD-3-106014: Deny inbound icmp src interface_name: IP_address [([idfw_user | FQDN_string], sg_info)] dst interface_name: IP_address [([idfw_user | FQDN_string], sg_info)] (type dec, code dec)
- %FTD-3-109013: User must authenticate before using this service
- %FTD-3-109016: Can't find authorization ACL acl_ID for user 'user'
- %FTD-3-109018: Downloaded ACL acl_ID is empty
- %FTD-3-109019: Downloaded ACL acl_ID has parsing error; ACE string
- %FTD-3-109020: Downloaded ACL has config error; ACE
- %FTD-3-109026: [aaa protocol] Invalid reply digest received; shared server key may be mismatched.
- %FTD-3-109032: Unable to install ACL access_list, downloaded for user username; Error in ACE: ace.
- %FTD-3-109037: Exceeded 5000 attribute values for the attribute name attribute for user username

- %FTD-3-109038: Attribute internal-attribute-name value string-from-server from AAA server could not be parsed as a type internal-attribute-name string representation of the attribute name
- %FTD-3-109103: CoA action-type from coa-source-ip failed for user username, with session ID: audit-session-id.
- %FTD-3-109104: CoA action-type from coa-source-ip failed for user username, session ID: audit-session-id. Action not supported.
- %FTD-3-109203: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Failed adding entry.
- %FTD-3-109205: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Failed applying filter.
- %FTD-3-109206: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Removing stale entry added *hours* ago.
- %FTD-3-109208: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Failed updating entry - no entry.
- %FTD-3-109209: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Failed updating filter for entry.
- %FTD-3-109212: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Failed removing entry.
- %FTD-3-109213: UAUTH Session *session*, User *username*, Assigned IP *IP Address* Failed removing entry.
- %FTD-3-113001: Unable to open AAA session. Session limit [limit] reached.
- %FTD-3-113018: User: user, Unsupported downloaded ACL Entry: ACL_entry, Action: action
- %FTD-3-113020: Kerberos error: Clock skew with server ip_address greater than 300 seconds
- %FTD-3-113021: Attempted console login failed. User username did NOT have appropriate Admin Rights.
- %FTD-3-114006: Failed to get port statistics in 4GE SSM I/O card (error error_string).
- %FTD-3-114007: Failed to get current msr in 4GE SSM I/O card (error error_string).
- %FTD-3-114008: Failed to enable port after link is up in 4GE SSM I/O card due to either I2C serial bus access error or switch access error.
- %FTD-3-114009: Failed to set multicast address in 4GE SSM I/O card (error error_string).
- %FTD-3-114010: Failed to set multicast hardware address in 4GE SSM I/O card (error error_string).
- %FTD-3-114011: Failed to delete multicast address in 4GE SSM I/O card (error error_string).
- %FTD-3-114012: Failed to delete multicast hardware address in 4GE SSM I/O card (error error_string).
- %FTD-3-114013: Failed to set mac address table in 4GE SSM I/O card (error error_string).
- %FTD-3-114014: Failed to set mac address in 4GE SSM I/O card (error error_string).
- %FTD-3-114015: Failed to set mode in 4GE SSM I/O card (error error_string).

- %FTD-3-114016: Failed to set multicast mode in 4GE SSM I/O card (error error_string).
- %FTD-3-114017: Failed to get link status in 4GE SSM I/O card (error error_string).
- %FTD-3-114018: Failed to set port speed in 4GE SSM I/O card (error error_string).
- %FTD-3-114019: Failed to set media type in 4GE SSM I/O card (error error_string).
- %FTD-3-114020: Port link speed is unknown in 4GE SSM I/O card.
- %FTD-3-114021: Failed to set multicast address table in 4GE SSM I/O card due to error.
- %FTD-3-114022: Failed to pass broadcast traffic in 4GE SSM I/O card due to error_string
- %FTD-3-114023: Failed to cache/flush mac table in 4GE SSM I/O card due to error_string.
- %FTD-3-115001: Error in process: process name fiber: fiber name, component: component name, subcomponent: subcomponent name, file: filename, line: line number, cond: condition.
- %FTD-3-199015: syslog
- %FTD-3-201002: Too many TCP connections on {static|xlate} global_address! econns nconns
- %FTD-3-201004: Too many UDP connections on {static|xlate} global_address! udp connections limit
- %FTD-3-201005: FTP data connection failed for IP_address IP_address
- %FTD-3-201006: RCMD backconnection failed for IP_address/port.
- %FTD-3-201008: Disallowing new connections.
- %FTD-3-201009: TCP connection limit of number for host IP_address on interface_name exceeded
- %FTD-3-201011: Connection limit exceeded cnt/limit for dir packet from sip/sport to dip/dport on interface if_name.
- %FTD-3-201013: Per-client connection limit exceeded curr num/limit for [input|output] packet from ip/port to ip/port on interface interface_name
- %FTD-3-202010: [NAT | PAT] pool exhausted in pool-name ip_address, port range [1-511 | 512-1023 | 1024-65535]. Unable to create protocol connection from in-interface:src-ip/src-port to out-interface:dst-ip/dst-port
- %FTD-3-208005: (function:line_num) clear command return code
- %FTD-3-210001: LU sw_module_name error = number
- %FTD-3-210002: LU allocate block (bytes) failed.
- %FTD-3-210003: Unknown LU Object number
- %FTD-3-210005: LU allocate secondary(optional) connection failed for protocol[TCP|UDP] connection from ingress interface name:Real IP Address/Real Port to egress interface name:Real IP Address/Real Port
- %FTD-3-210006: LU look NAT for IP_address failed
- %FTD-3-210007: LU allocate xlate failed for type[static | dynamic]-[NAT | PAT] secondary(optional) protocol translation from ingress interface name:Real IP Address/real port (Mapped IP Address/Mapped Port) to egress interface name:Real IP Address/Real Port (Mapped IP Address/Mapped Port)

- %FTD-3-210008: LU no xlate for inside_address/inside_port outside_address/outside_port
- %FTD-3-210010: LU make UDP connection for outside_address:outside_port inside_address:inside_port failed
- %FTD-3-210020: LU PAT port port reserve failed
- %FTD-3-210021: LU create static xlate global_address ifc interface_name failed
- %FTD-3-211001: Memory allocation Error
- %FTD-3-211003: Error in computed percentage CPU usage value
- %FTD-3-212001: Unable to open SNMP channel (UDP port port) on interface interface_number, error code = code
- %FTD-3-212002: Unable to open SNMP trap channel (UDP port port) on interface interface_number, error code = code
- %FTD-3-212003: Unable to receive an SNMP request on interface interface_number, error code = code, will try again.
- %FTD-3-212004: Unable to send an SNMP response to IP Address IP_address Port port interface interface_number, error code = code
- %FTD-3-212005: incoming SNMP request (number bytes) on interface interface_name exceeds data buffer size, discarding this SNMP request.
- %FTD-3-212006: Dropping SNMP request from src_addr/src_port to ifc:dst_addr/dst_port because: reason username.
- %FTD-3-212010: Configuration request for SNMP user %s failed. Host %s reason.
- %FTD-3-212011: SNMP engineBoots is set to maximum value. Reason: %s User intervention necessary.
- %FTD-3-212012: Unable to write SNMP engine data to persistent storage.
- %FTD-3-216002: Unexpected event (major: major_id, minor: minor_id) received by task_string in function at line: line_num
- %FTD-3-216003: Unrecognized timer timer_ptr, timer_id received by task_string in function at line: line_num
- %FTD-3-219002: I2C_API_name error, slot = slot_number, device = device_number, address = address, byte count = count. Reason: reason_string
- %FTD-3-302019: H.323 library_name ASN Library failed to initialize, error code number
- %FTD-3-302302: ACL = deny; no sa created
- %FTD-3-305006: {outbound static|identity|portmap|regular) translation creation failed for protocol src interface_name:source_address/source_port [(idfw_user)] dst interface_name:dest_address/dest_port [(idfw_user)]
- %FTD-3-305016: Unable to create protocol connection from real_interface:real_host_ip/real_source_port to real_dest_interface:real_dest_ip/real_dest_port due to reason.
- %FTD-3-305017: Pba-interim-logging: Active ICMP block of ports for translation from <source device IP> to <destination device IP>/<Active Port Block >

- %FTD-3-313001: Denied ICMP type=number, code=code from IP_address on interface interface_name
- %FTD-3-313008: Denied ICMPv6 type=number, code=code from IP_address on interface interface_name
- %FTD-3-316001: Denied new tunnel to IP_address. VPN peer limit (platform_vpn_peer_limit) exceeded
- %FTD-3-316002: VPN Handle error: protocol=protocol, src in_if_num:src_addr, dst out_if_num:dst_addr
- %FTD-3-317001: No memory available for limit_slow
- %FTD-3-317002: Bad path index of number for IP_address, number max
- %FTD-3-317003: IP routing table creation failure - reason
- %FTD-3-317004: IP routing table limit warning
- %FTD-3-317005: IP routing table limit exceeded - reason, IP_address netmask
- %FTD-3-317006: Pdb index error pdb, pdb_index, pdb_type
- %FTD-3-317012: Interface IP route counter negative - nameif-string-value
- %FTD-3-318001: Internal error: reason
- %FTD-3-318002: Flagged as being an ABR without a backbone area
- %FTD-3-318003: Reached unknown state in neighbor state machine
- %FTD-3-318004: area string lsid IP_address mask netmask adv IP_address type number
- %FTD-3-318005: lsid ip_address adv IP_address type number gateway gateway_address metric number network IP_address mask netmask protocol hex attr hex net-metric number
- %FTD-3-318006: if interface_name if_state number
- %FTD-3-318007: OSPF is enabled on interface_name during idb initialization
- %FTD-3-318008: OSPF process number is changing router-id. Reconfigure virtual link neighbors with our new router-id
- %FTD-3-318009: OSPF: Attempted reference of stale data encountered in function, line: line_num
- %FTD-3-318101: Internal error: %REASON
- %FTD-3-318102: Flagged as being an ABR without a backbone area T
- %FTD-3-318103: Reached unknown state in neighbor state machine
- %FTD-3-318104: DB already exist : area %AREA_ID_STR lsid %i adv %i type 0x%x
- %FTD-3-318105: lsid %i adv %i type 0x%x gateway %i metric %d network %i mask %i protocol %#x attr %#x net-metric %d
- %FTD-3-318106: if %IF_NAME if_state %d
- %FTD-3-318107: OSPF is enabled on %IF_NAME during idb initialization
- %FTD-3-318108: OSPF process %d is changing router-id. Reconfigure virtual link neighbors with our new router-id
- %FTD-3-318109: OSPFv3 has received an unexpected message: %0x/%0x

- %FTD-3-318110: Invalid encrypted key %s.
- %FTD-3-318111: SPI %u is already in use with ospf process %d
- %FTD-3-318112: SPI %u is already in use by a process other than ospf process %d.
- %FTD-3-318113: %s %s is already configured with SPI %u.
- %FTD-3-318114: The key length used with SPI %u is not valid
- %FTD-3-318115: %s error occured when attempting to create an IPsec policy for SPI %u
- %FTD-3-318116: SPI %u is not being used by ospf process %d.
- %FTD-3-318117: The policy for SPI %u could not be removed because it is in use.
- %FTD-3-318118: %s error occured when attemtping to remove the IPsec policy with SPI %u
- %FTD-3-318119: Unable to close secure socket with SPI %u on interface %s
- %FTD-3-318120: OSPFv3 was unable to register with IPsec
- %FTD-3-318121: IPsec reported a GENERAL ERROR: message %s, count %d
- %FTD-3-318122: IPsec sent a %s message %s to OSPFv3 for interface %s. Recovery attempt %d .
- %FTD-3-318123: IPsec sent a %s message %s to OSPFv3 for interface %IF_NAME. Recovery aborted
- %FTD-3-318125: Init failed for interface %IF_NAME
- %FTD-3-318126: Interface %IF_NAME is attached to more than one area
- %FTD-3-318127: Could not allocate or find the neighbor
- %FTD-3-320001: The subject name of the peer cert is not allowed for connection
- %FTD-3-321007: System is low on free memory blocks of size block_size (free_blocks CNT out of max_blocks MAX)
- %FTD-3-322001: Deny MAC address MAC_address, possible spoof attempt on interface interface
- %FTD-3-322002: ARP inspection check failed for arp {request|response} received from host MAC_address on interface interface. This host is advertising MAC Address MAC_address_1 for IP Address IP_address, which is {statically|dynamically} bound to MAC Address MAC_address_2.
- %FTD-3-322003:ARP inspection check failed for arp {request|response} received from host MAC_address on interface interface. This host is advertising MAC Address MAC_address_1 for IP Address IP_address, which is not bound to any MAC Address.
- %FTD-3-323001: Module module_id experienced a control channel communications failure.
- %FTD-3-323002: Module module_id is not able to shut down, shut down request not answered.
- %FTD-3-323003: Module module_id is not able to reload, reload request not answered.
- %FTD-3-323004: Module module_id failed to write software vnewver (currently vver), reason. Hw-module reset is required before further use.
- %FTD-3-323005: Module module_id can not be started completely
- %FTD-3-323007: Module in slot slot experienced a firware failure and the recovery is in progress.

- %FTD-3-325001: Router ipv6_address on interface has conflicting ND (Neighbor Discovery) settings
- %FTD-3-326001: Unexpected error in the timer library: error_message
- %FTD-3-326002: Error in error_message: error_message
- %FTD-3-326004: An internal error occurred while processing a packet queue
- %FTD-3-326005: Mrib notification failed for (IP_address, IP_address)
- %FTD-3-326006: Entry-creation failed for (IP_address, IP_address)
- %FTD-3-326007: Entry-update failed for (IP_address, IP_address)
- %FTD-3-326008: MRIB registration failed
- %FTD-3-326009: MRIB connection-open failed
- %FTD-3-326010: MRIB unbind failed
- %FTD-3-326011: MRIB table deletion failed
- %FTD-3-326012: Initialization of string functionality failed
- %FTD-3-326013: Internal error: string in string line %d (%s)
- %FTD-3-326014: Initialization failed: error_message error_message
- %FTD-3-326015: Communication error: error_message error_message
- %FTD-3-326016: Failed to set un-numbered interface for interface_name (string)
- %FTD-3-326017: Interface Manager error - string in string: string
- %FTD-3-326019: string in string: string
- %FTD-3-326020: List error in string: string
- %FTD-3-326021: Error in string: string
- %FTD-3-326022: Error in string: string
- %FTD-3-326023: string - IP_address: string
- %FTD-3-326024: An internal error occurred while processing a packet queue.
- %FTD-3-326025: string
- %FTD-3-326026: Server unexpected error: error_message
- %FTD-3-326027: Corrupted update: error_message
- %FTD-3-326028: Asynchronous error: error_message
- %FTD-3-327001: IP SLA Monitor: Cannot create a new process
- %FTD-3-327002: IP SLA Monitor: Failed to initialize, IP SLA Monitor functionality will not work
- %FTD-3-327003: IP SLA Monitor: Generic Timer wheel timer functionality failed to initialize
- %FTD-3-328001: Attempt made to overwrite a set stub function in string.
- %FTD-3-329001: The string0 subblock named string1 was not removed

- %FTD-3-331001: Dynamic DNS Update for 'fqdn_name' = ip_address failed
- %FTD-3-332001: Unable to open cache discovery socket, WCCP V2 closing down.
- %FTD-3-332002: Unable to allocate message buffer, WCCP V2 closing down.
- %FTD-3-336001 Route desination_network stuck-in-active state in EIGRP-ddb_name as_num. Cleaning up
- %FTD-3-336002: Handle handle_id is not allocated in pool.
- %FTD-3-336003: No buffers available for bytes byte packet
- %FTD-3-336004: Negative refcount in pakdesc pakdesc.
- %FTD-3-336005: Flow control error, error, on interface_name.
- %FTD-3-336006: num peers exist on IIDB interface_name.
- %FTD-3-336007: Anchor count negative
- %FTD-3-336008: Lingering DRDB deleting IIDB, dest network, nexthop address (interface), origin origin_str
- %FTD-3-336009 ddb_name as_id: Internal Error
- %FTD-3-336012: Interface interface_names going down and neighbor_links links exist
- %FTD-3-336013: Route iproute, iproute_successors successors, db_successors rdbs
- %FTD-3-336014: "EIGRP_PDM_Process_name, event_log"
- %FTD-3-336015: Unable to open socket for AS as_number"
- %FTD-3-336016: Unknown timer type timer_type expiration
- %FTD-3-336018: process_name as_number: prefix_source threshold prefix level (prefix_threshold) reached
- %FTD-3-336019: process_name as_number: prefix_source prefix limit reached (prefix_threshold).
- %FTD-3-339006: Umbrella resolver *current resolver ipv46* is reachable, resuming Umbrella redirect.
- %FTD-3-339007: Umbrella resolver *current resolver ipv46* is unreachable, moving to fail-open. Starting probe to resolver.
- %FTD-3-339008: Umbrella resolver *current resolver ipv46* is unreachable, moving to fail-close.
- %FTD-3-340001: Loopback-proxy info: error_string context id context_id, context type = version/request_type/address_type client socket (internal)= client_address_internal/client_port_internal server socket (internal)= server_address_internal/server_port_internal server socket (external)= server_address_external/server_port_external remote socket (external)= remote_address_external/remote_port_external
- %FTD-3-341003: Policy Agent failed to start for VNMC vnmc_ip_addr
- %FTD-3-341004: Storage device not available: Attempt to shutdown module %s failed.
- %FTD-3-341005: Storage device not available. Shutdown issued for module %s.
- %FTD-3-341006: Storage device not available. Failed to stop recovery of module *%s* .

- %FTD-3-341007: Storage device not available. Further recovery of module *%s* was stopped. This may take several minutes to complete.
- %FTD-3-341008: Storage device not found. Auto-boot of module %s cancelled. Install drive and reload to try again.
- %FTD-3-341011: Storage device with serial number ser_no in bay bay_no faulty.
- %FTD-3-402140: CRYPTO: RSA key generation error: modulus len len
- %FTD-3-402141: CRYPTO: Key zeroization error: key set type, reason reason
- %FTD-3-402142: CRYPTO: Bulk data op error: algorithm alg, mode mode
- %FTD-3-402143: CRYPTO: alg type key op
- %FTD-3-402144: CRYPTO: Digital signature error: signature algorithm sig, hash algorithm hash
- %FTD-3-402145: CRYPTO: Hash generation error: algorithm hash
- %FTD-3-402146: CRYPTO: Keyed hash generation error: algorithm hash, key len len
- %FTD-3-402147: CRYPTO: HMAC generation error: algorithm alg
- %FTD-3-402148: CRYPTO: Random Number Generator error
- %FTD-3-402149: CRYPTO: weak encryption type (length). Operation disallowed. Not FIPS 140-2 compliant
- %FTD-3-402150: CRYPTO: Deprecated hash algorithm used for RSA operation (hash alg). Operation disallowed. Not FIPS 140-2 compliant
- %FTD-3-403501: PPPoE - Bad host-unique in PADO - packet dropped. Intf:interface_name AC:ac_name
- %FTD-3-403502: PPPoE - Bad host-unique in PADS - dropping packet. Intf:interface_name AC:ac_name
- %FTD-3-403503: PPPoE:PPP link down:reason
- %FTD-3-403504: PPPoE:No vpdn group group_name for PPPoE is created
- %FTD-3-403507: PPPoE:PPPoE client on interface interface failed to locate PPPoE vpdn group group_name
- %FTD-3-414001: Failed to save logging buffer using file name filename to FTP server ftp_server_address on interface interface_name: [fail_reason]
- %FTD-3-414002: Failed to save logging buffer to flash:/syslog directory using file name: filename: [fail_reason]
- %FTD-3-414003: TCP Syslog Server intf: IP_Address/port not responding. New connections are [permitted|denied] based on logging permit-hostdown policy.
- %FTD-3-414005: TCP Syslog Server intf: IP_Address/port connected, New connections are permitted based on logging permit-hostdown policy
- %FTD-3-414006: TCP Syslog Server configured and logging queue is full. New connections denied based on logging permit-hostdown policy.
- %FTD-3-421001: TCP|UDP flow from interface_name:ip/port to interface_name:ip/port is dropped because application has failed.

- %FTD-3-421007: TCP|UDP flow from interface_name:IP_address/port to interface_name:IP_address/port is skipped because application has failed.
- %FTD-3-425006 Redundant interface redundant_interface_name switch active member to interface_name failed.
- %FTD-3-505016: Module module_id application changed from: name version version state state to: name version state state.
- %FTD-3-500005: connection terminated from in_ifc_name:src_adddress/src_port to out_ifc_name:dest_address/dest_port due to invalid combination of inspections on same flow. Inspect inspect_name is not compatible with inspect inspect_name_2
- %FTD-3-507003: The flow of type protocol from the originating interface: src_ip/src_port to dest_if:dest_ip/dest_port terminated by inspection engine, reason -
- %FTD-3-520001: error_string
- %FTD-3-520002: bad new ID table size
- %FTD-3-520003: bad id in error_string (id: 0xid_num)
- %FTD-3-520004: error_string
- %FTD-3-520005: error_string
- %FTD-3-520010: Bad queue elem – qelem_ptr: flink flink_ptr, blink blink_ptr, flink->blink flink_blink_ptr, blink->flink blink_flink_ptr
- %FTD-3-520011: Null queue elem
- %FTD-3-520013: Regular expression access check with bad list acl_ID
- %FTD-3-520020: No memory available
- %FTD-3-520021: Error deleting trie entry, error_message
- %FTD-3-520022: "Error adding mask entry, error_message
- %FTD-3-520023: Invalid pointer to head of tree, 0x<radix_node_ptr>
- %FTD-3-520024: Orphaned mask #radix_mask_ptr, refcount= radix_mask_ptr ‘s ref count at # radix_node_address, next=# radix_node_next
- %threat defense-3-520025: No memory for radix initialization: error_msg
- %threat defense-3-602305: IPSEC: SA creation error, source source address, destination destination address, reason error string
- %FTD-3-611313: VPN Client: Backup Server List Error: reason
- %FTD-3-613004: Internal error: memory allocation failure
- %FTD-3-613005: Flagged as being an ABR without a backbone area
- %FTD-3-613006: Reached unknown state in neighbor state machine
- %FTD-3-613007: area string lsid IP_address mask netmask type number
- %FTD-3-613008: if inside if_state number

- %FTD-3-613011: OSPF process number is changing router-id. Reconfigure virtual link neighbors with our new router-id
- %FTD-3-613013: OSPF LSID IP_address adv IP_address type number gateway IP_address metric number forwarding addr route IP_address /mask type number has no corresponding LSA
- %threat defense-3-613029: Router-ID IP_address is in use by ospf process number
- %threat defense-3-613016: Area string router-LSA of length number bytes plus update overhead bytes is too large to flood.
- %threat defense-3-613032: Init failed for interface inside, area is being deleted. Try again.
- %threat defense-3-613033: Interface inside is attached to more than one area
- %FTD-3-613034: Neighbor IP_address not configured
- %threat defense-3-613035: Could not allocate or find neighbor IP_address
- %threat defense-4-613015: Process 1 flushes LSA ID IP_address type-number adv-rtr IP_address in area mask.
- %FTD-3-709015: Command sync Error: Sync failed for command **no nameif** with error code = *code*
- %FTD-3-710003: {TCP|UDP} access denied by ACL from source_IP/source_port to interface_name:dest_IP/service
- %FTD-3-713004: device scheduled for reboot or shutdown, IKE key acquire message on interface interface num, for Peer IP_address ignored
- %FTD-3-713008: Key ID in ID payload too big for pre-shared IKE tunnel
- %FTD-3-713009: OU in DN in ID payload too big for Certs IKE tunnel
- %FTD-3-713012: Unknown protocol (protocol). Not adding SA w/spi=SPI value
- %FTD-3-713014: Unknown Domain of Interpretation (DOI): DOI value
- %FTD-3-713016: Unknown identification type, Phase 1 or 2, Type ID_Type
- %FTD-3-713017: Identification type not supported, Phase 1 or 2, Type ID_Type
- %FTD-3-713018: Unknown ID type during find of group name for certs, Type ID_Type
- %FTD-3-713020: No Group found by matching OU(s) from ID payload: OU_value
- %FTD-3-713022: No Group found matching peer_ID or IP_address for Pre-shared key peer IP_address
- %FTD-3-713032: Received invalid local Proxy Range IP_address - IP_address
- %FTD-3-713033: Received invalid remote Proxy Range IP_address - IP_address
- %FTD-3-713042: IKE Initiator unable to find policy: Intf interface_number, Src: source_address, Dst: dest_address
- %FTD-3-713043: Cookie/peer address IP_address session already in progress
- %FTD-3-713048: Error processing payload: Payload ID: id
- %FTD-3-713056: Tunnel rejected: SA (SA_name) not found for group (group_name)!

- %FTD-3-713060: Tunnel Rejected: User (user) not member of group (group_name), group-lock check failed.
- %FTD-3-713061: Tunnel rejected: Crypto Map Policy not found for Src:source_address, Dst: dest_address!
- %FTD-3-713062: IKE Peer address same as our interface address IP_address
- %FTD-3-713063: IKE Peer address not configured for destination IP_address
- %FTD-3-713065: IKE Remote Peer did not negotiate the following: proposal attribute
- %FTD-3-713072: Password for user (user) too long, truncating to number characters
- %FTD-3-713081: Unsupported certificate encoding type encoding_type
- %FTD-3-713082: Failed to retrieve identity certificate
- %FTD-3-713083: Invalid certificate handle
- %FTD-3-713084: Received invalid phase 1 port value (port) in ID payload
- %FTD-3-713085: Received invalid phase 1 protocol (protocol) in ID payload
- %FTD-3-713086: Received unexpected Certificate payload Possible invalid Auth Method (Auth method (auth numerical value))
- %FTD-3-713088: Set Cert file handle failure: no IPSec SA in group group_name
- %FTD-3-713098: Aborting: No identity cert specified in IPSec SA (SA_name)!
- %FTD-3-713102: Phase 1 ID Data length number too long - reject tunnel!
- %FTD-3-713105: Zero length data in ID payload received during phase 1 or 2 processing
- %FTD-3-713107: IP_Address request attempt failed!
- %FTD-3-713109: Unable to process the received peer certificate
- %FTD-3-713112: Failed to process CONNECTED notify (SPI SPI_value)!
- %FTD-3-713014: Unknown Domain of Interpretation (DOI): DOI value
- %FTD-3-713016: Unknown identification type, Phase 1 or 2, Type ID_Type
- %FTD-3-713017: Identification type not supported, Phase 1 or 2, Type ID_Type
- %FTD-3-713118: Detected invalid Diffie-Helmann group_descriptor group_number, in IKE area
- %FTD-3-713122: Keep-alives configured keepalive_type but peer IP_address support keep-alives (type = keepalive_type)
- %FTD-3-713123: IKE lost contact with remote peer, deleting connection (keepalive type: keepalive_type)
- %FTD-3-713124: Received DPD sequence number rcv_sequence_# in DPD Action, description expected seq #
- %FTD-3-713127: Xauth required but selected Proposal does not support xauth, Check priorities of ike xauth proposals in ike proposal list
- %FTD-3-713129: Received unexpected Transaction Exchange payload type: payload_id
- %FTD-3-713132: Cannot obtain an IP_address for remote peer

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-3-713133: Mismatch: Overriding phase 2 DH Group(DH group DH group_id) with phase 1 group(DH group DH group_number
- %FTD-3-713134: Mismatch: P1 Authentication algorithm in the crypto map entry different from negotiated algorithm for the L2L connection
- %FTD-3-713138: Group group_name not found and BASE GROUP default preshared key not configured
- %FTD-3-713140: Split Tunneling Policy requires network list but none configured
- %FTD-3-713141: Client-reported firewall does not match configured firewall: action tunnel. Received -- Vendor: vendor(id), Product product(id), Caps: capability_value. Expected -- Vendor: vendor(id), Product: product(id), Caps: capability_value
- %FTD-3-713142: Client did not report firewall in use, but there is a configured firewall: action tunnel. Expected -- Vendor: vendor(id), Product product(id), Caps: capability_value
- %FTD-3-713146: Could not add route for Hardware Client in network extension mode, address: IP_address, mask: netmask
- %FTD-3-713149: Hardware client security attribute attribute_name was enabled but not requested.
- %FTD-3-713152: Unable to obtain any rules from filter ACL_tag to send to client for CPP, terminating connection.
- %FTD-3-713159: TCP Connection to Firewall Server has been lost, restricted tunnels are now allowed full network access
- %FTD-3-713161: Remote user (session Id - id) network access has been restricted by the Firewall Server
- %FTD-3-713162: Remote user (session Id - id) has been rejected by the Firewall Server
- %FTD-3-713163: Remote user (session Id - id) has been terminated by the Firewall Server
- %FTD-3-713165: Client IKE Auth mode differs from the group's configured Auth mode
- %FTD-3-713166: Headend security gateway has failed our user authentication attempt - check configured username and password
- %FTD-3-713167: Remote peer has failed user authentication - check configured username and password
- %FTD-3-713168: Re-auth enabled, but tunnel must be authenticated interactively!
- %FTD-3-713174: Hardware Client connection rejected! Network Extension Mode is not allowed for this group!
- %FTD-3-713182: IKE could not recognize the version of the client! IPSec Fragmentation Policy will be ignored for this connection!
- %FTD-3-713185: Error: Username too long - connection aborted
- %FTD-3-713186: Invalid secondary domain name list received from the authentication server. List Received: list_text Character index (value) is illegal
- %FTD-3-713189: Attempted to assign network or broadcast IP_address, removing (IP_address) from pool.
- %FTD-3-713191: Maximum concurrent IKE negotiations exceeded!
- %FTD-3-713193: Received packet with missing payload, Expected payload: payload_id

- %FTD-3-713194: Sending IKE|IPSec Delete With Reason message: termination_reason
- %FTD-3-713195: Tunnel rejected: Originate-Only: Cannot accept incoming tunnel yet!
- %FTD-3-713198: User Authorization failed: user User authorization failed.
- %FTD-3-713203: IKE Receiver: Error reading from socket.
- %FTD-3-713205: Could not add static route for client address: IP_address
- %FTD-3-713206: Tunnel Rejected: Conflicting protocols specified by tunnel-group and group-policy
- %FTD-3-713208: Cannot create dynamic rule for Backup L2L entry rule rule_id
- %FTD-3-713209: Cannot delete dynamic rule for Backup L2L entry rule id
- %FTD-3-713210: Cannot create dynamic map for Backup L2L entry rule_id
- %FTD-3-713212: Could not add route for L2L peer coming in on a dynamic map. address: IP_address, mask: netmask
- %FTD-3-713214: Could not delete route for L2L peer that came in on a dynamic map. address: IP_address, mask: netmask
- %FTD-3-713217: Skipping unrecognized rule: action: action client type: client_type client version: client_version
- %FTD-3-713218: Tunnel Rejected: Client Type or Version not allowed.
- %FTD-3-713226: Connection failed with peer IP_address, no trust-point defined in tunnel-group tunnel_group
- %FTD-3-713227: Rejecting new IPSec SA negotiation for peer Peer_address. A negotiation was already in progress for local Proxy Local_address/Local_netmask, remote Proxy Remote_address/Remote_netmask
- %FTD-3-713230: Internal Error, ike_lock trying to lock bit that is already locked for type type
- %FTD-3-713231: Internal Error, ike_lock trying to unlock bit that is not locked for type type
- %FTD-3-713232: SA lock refCnt = value, bitmask = hexvalue, p1_decrypt_cb = value, qm_decrypt_cb = value, qm_hash_cb = value, qm_spi_ok_cb = value, qm_dh_cb = value, qm_secret_key_cb = value, qm_encrypt_cb = value
- %FTD-3-713238: Invalid source proxy address: 0.0.0.0! Check private address on remote client
- %FTD-3-713258: IP = var1, Attempting to establish a phase2 tunnel on var2 interface but phase1 tunnel is on var3 interface. Tearing down old phase1 tunnel due to a potential routing change.
- %FTD-3-713254: Group = groupname, Username = username, IP = peerip, Invalid IPSec/UDP port = portnum, valid range is minport - maxport, except port 4500, which is reserved for IPSec/NAT-T
- %FTD-3-713260: Output interface %d to peer was not found
- %FTD-3-713261: IPV6 address on output interface %d was not found
- %FTD-3-713262: Rejecting new IPSec SA negotiation for peer Peer_address. A negotiation was already in progress for local Proxy Local_address/Local_prefix_len, remote Proxy Remote_address/Remote_prefix_len

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-3-713266: Could not add route for L2L peer coming in on a dynamic map. address: IP_address, mask: /prefix_len
- %FTD-3-713268: Could not delete route for L2L peer that came in on a dynamic map. address: IP_address, mask: /prefix_len
- %FTD-3-713270: Could not add route for Hardware Client in network extension mode, address: IP_addres>, mask: /prefix_len
- %FTD-3-713272: Terminating tunnel to Hardware Client in network extension mode, unable to delete static route for address: IP_address, mask: /prefix_len
- %FTD-3-713274: Could not delete static route for client address: IP_Address IP_Address address of client whose route is being removed
- %FTD-3-713902: Descriptive_event_string.
- %FTD-3-716056: Group group-name User user-name IP IP_address Authentication to SSO server name: name type type failed reason: reason
- %FTD-3-716057: Group group User user IP ip Session terminated, no type license available.
- %FTD-3-716061: Group DfltGrpPolicy User user IP ip addr IPv6 User Filter tempipv6 configured for AnyConnect. This setting has been deprecated, terminating connection
- %FTD-3-716158: Failed to create SAML logout request, initiated by SP. Reason: *reason*
- %FTD-3-716159: Failed to process SAML logout request, initiated by SP. Reason: *reason*
- %FTD-3-716160: Failed to create SAML authentication request. Reason: *reason*
- %FTD-3-716162: Failed to consume SAML assertion. Reason: *reason*
- %FTD-3-716600: Rejected size-recv KB Hostscan data from IP src-ip. Hostscan results exceed default | configured limit of size-conf KB.
- %FTD-3-716601: Rejected size-recv KB Hostscan data from IP src-ip. System-wide limit onthe amount of Hostscan data stored on ASA exceeds the limit of data-max KB.
- %FTD-3-716602: Memory allocation error. Rejected size-recv KB Hostscan data from IP src-ip.
- %FTD-3-717001: Querying keypair failed.
- %FTD-3-717002: Certificate enrollment failed for trustpoint trustpoint_name. Reason: reason_string.
- %FTD-3-717009: Certificate validation failed. Reason: reason_string.
- %FTD-3-717010: CRL polling failed for trustpoint trustpoint_name.
- %FTD-3-717012: Failed to refresh CRL cache entry from the server for trustpoint trustpoint_name at time_of_failure
- %FTD-3-717015: CRL received from issuer is too large to process (CRL size = crl_size, maximum CRL size = max_crl_size)
- %FTD-3-717017: Failed to query CA certificate for trustpoint trustpoint_name from enrollment_url
- %FTD-3-717018: CRL received from issuer has too many entries to process (number of entries = number_of_entries, maximum number allowed = max_allowed)

- %FTD-3-717019: Failed to insert CRL for trustpoint trustpoint_name. Reason: failure_reason.
- %FTD-3-717020: Failed to install device certificate for trustpoint label. Reason: reason string.
- %FTD-3-717021: Certificate data could not be verified. Locate Reason: reason_string serial number: serial number, subject name: subject name, key length key length bits.
- %FTD-3-717023: SSL failed to set device certificate for trustpoint trustpoint name. Reason: reason_string.
- %FTD-3-717027: Certificate chain failed validation. reason_string.
- %FTD-3-717032: OCSP status check failed. Reason: reason_string
- %FTD-3-717051: SCEP Proxy: Denied processing the request type type received from IP client ip address, User username, TunnelGroup tunnel group name, GroupPolicy group policy name to CA ca ip address. Reason: msg
- %FTD-3-717063: protocol Certificate enrollment failed for the trustpoint tpname with the CA ca
- %FTD-3-719002: Email Proxy session pointer from source_address has been terminated due to reason error.
- %FTD-3-719008: Email Proxy service is shutting down.
- %FTD-3-722007: Group group User user-name IP IP_address SVC Message: type-num/ERROR: message
- %FTD-3-722008: Group group User user-name IP IP_address SVC Message: type-num/ERROR: message
- %FTD-3-722009: Group group User user-name IP IP_address SVC Message: type-num/ERROR: message
- %FTD-3-722020: TunnelGroup tunnel_group GroupPolicy group_policy User user-name IP IP_address No address available for SVC connection
- %FTD-3-722035: Group group User user-name IP IP_address Received large packet length threshold num).
- %FTD-3-722045: Connection terminated: no SSL tunnel initialization data.
- %FTD-3-722046: Group group User user IP ip Session terminated: unable to establish tunnel.
- %FTD-3-725015 Error verifying client certificate. Public key size in client certificate exceeds the maximum supported key size.
- %FTD-3-734004: DAP: Processing error: internal error code
- %FTD-3-735010: IPMI: Environment Monitoring has failed to update one or more of its records.
- %FTD-3-737002: IPAA: Received unknown message 'num'
- %FTD-3-737027: IPAA: No data for address request
- %FTD-3-737202: VPNFIP: Pool=pool, ERROR: message
- %FTD-3-737403: POOLIP: Pool=pool, ERROR: message
- %FTD-3-742001: failed to read master key for password encryption from persistent store
- %FTD-3-742002: failed to set master key for password encryption
- %FTD-3-742003: failed to save master key for password encryption, reason reason_text

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-3-742004: failed to sync master key for password encryption, reason reason_text
- %FTD-3-742005: cipher text enc_pass is not compatible with the configured master key or the cipher text has been tampered with
- %FTD-3-742006: password decryption failed due to unavailable memory
- %FTD-3-742007: password encryption failed due to unavailable memory
- %FTD-3-742008: password enc_pass decryption failed due to decoding error
- %FTD-3-742009: password encryption failed due to decoding error
- %FTD-3-742010: encrypted password enc_pass is not well formed
- %FTD-3-743010: EOBC RPC server failed to start for client module client name.
- %FTD-3-743011: EOBC RPC call failed, return code code string.
- %FTD-3-746016: user-identity: DNS lookup failed, reason: reason.
- %FTD-3-747001: Clustering: Recovered from state machine event queue depleted. Event (event-id, ptr-in-hex, ptr-in-hex) dropped. Current state state-name, stack ptr-in-hex, ptr-in-hex, ptr-in-hex, ptr-in-hex, ptr-in-hex, ptr-in-hex
- %FTD-3-747010: Clustering: RPC call failed, message message-name, return code code-value.
- %FTD-3-747012: Clustering: Failed to replicate global object id hex-id-value in domain domain-name to peer unit-name, continuing operation.
- %FTD-3-747013: Clustering: Failed to remove global object id hex-id-value in domain domain-name from peer unit-name, continuing operation.
- %FTD-3-747014: Clustering: Failed to install global object id hex-id-value in domain domain-name, continuing operation.
- %FTD-3-747018: Clustering: State progression failed due to timeout in module module-name.
- %FTD-3-747021: Clustering: Master unit unit-name is quitting due to interface health check failure on failed-interface.
- %FTD-3-747022: Clustering: Asking slave unit unit-name to quit because it failed interface health check x times, rejoin will be attempted after y min. Failed interface: interface-name.
- %FTD-3-747030: Clustering: Asking slave unit unit-name to quit because it failed interface health check x times (last failure on interface-name), Clustering must be manually enabled on the unit to re-join.
- %FTD-3-747031: Clustering: Platform mismatch between cluster master (platform-type) and joining unit unit-name (platform-type). unit-name aborting cluster join.
- %FTD-3-747032: Clustering: Service module mismatch between cluster master (module-name) and joining unit unit-name (module-name) in slot slot-number. unit-name aborting cluster join.
- %FTD-3-747033: Clustering: Interface mismatch between cluster master and joining unit unit-name. unit-name aborting cluster join.
- %FTD-3-747042: Master receives config hash string request message from unknown member id <cluster-member-id>
- %FTD-3-747043: Get config hash string from master error: ret_code <ret_code>, string_len: <string_len>

- %FTD-3-748005: Failed to bundle the ports for module slot_number in chassis chassis_number; clustering is disabled
- %FTD-3-748006: Asking module slot_number in chassis chassis_number to leave the cluster due to a port bundling failure
- %FTD-3-750011: Tunnel Rejected: Selected IKEv2 encryption algorithm (IKEV2 encry algo) is not strong enough to secure proposed IPSEC encryption algorithm (IPSEC encry algo).
- %FTD-3-751001: Local: localIP:port Remote:remoteIP:port Username: username/group Failed to complete Diffie-Hellman operation. Error: error
- %FTD-3-751002: Local: localIP:port Remote:remoteIP:port Username: username/group No preshared key or trustpoint configured for self in tunnel group group
- %FTD-3-751004: Local: localIP:port Remote:remoteIP:port Username: username/group No remote authentication method configured for peer in tunnel group group
- %FTD-3-751005: Local: localIP:port Remote:remoteIP:port Username: username/group AnyConnect client reconnect authentication failed. Session ID: sessionID, Error: error
- %FTD-3-751006: Local: localIP:port Remote:remoteIP:port Username: username/group Certificate authentication failed. Error: error
- %FTD-3-751008: Local: localIP:port Remote:remoteIP:port Username: username/group Group=group, Tunnel rejected: IKEv2 not enabled in group policy
- %FTD-3-751009: Local: localIP:port Remote:remoteIP:port Username: username/group Unable to find tunnel group for peer.
- %FTD-3-751010: Local: localIP:port Remote:remoteIP:port Username: username/group Unable to determine self-authentication method. No crypto map setting or tunnel group found.
- %FTD-3-751011: Local: localIP:port Remote:remoteIP:port Username: username/group Failed user authentication. Error: error
- %FTD-3-751012: Local: localIP:port Remote:remoteIP:port Username: username/group Failure occurred during Configuration Mode processing. Error: error
- %FTD-3-751013: Local: localIP:port Remote:remoteIP:port Username: username/group Failed to process Configuration Payload request for attribute attribute ID. Error: error
- %FTD-3-751017: Local: localIP:port Remote remoteIP:port Username: username/group Configuration Error error description
- %FTD-3-751018: Terminating the VPN connection attempt from landing group. Reason: This connection is group locked to locked group.
- %FTD-3-751020: Local:%A:%u Remote:%A:%u Username:%s An %s remote access connection failed. Attempting to use an NSA Suite B crypto algorithm (%s) without an AnyConnect Premium license.
- %FTD-3-751022: Local: local-ip Remote: remote-ip Username:username Tunnel rejected: Crypto Map Policy not found for remote traffic selector rem-ts-start/rem-ts-end/rem-ts.startport/rem-ts.endport/rem-ts.protocol local traffic selector local-ts-start/local-ts-end/local-ts.startport/local-ts.endport/local-ts.protocol!
- %FTD-3-751024: Local:ip addr Remote:ip addr Username:username IKEv2 IPv6 User Filter tempipv6 configured. This setting has been deprecated, terminating connection

- %FTD-3-752006: Tunnel Manager failed to dispatch a KEY_ACQUIRE message. Probable mis-configuration of the crypto map or tunnel-group. Map Tag = Tag. Map Sequence Number = num, SRC Addr: address port: port Dst Addr: address port: port.
- %FTD-3-752007: Tunnel Manager failed to dispatch a KEY_ACQUIRE message. Entry already in Tunnel Manager. Map Tag = mapTag. Map Sequence Number = mapSeq.
- %FTD-3-752015: Tunnel Manager has failed to establish an L2L SA. All configured IKE versions failed to establish the tunnel. Map Tag = mapTag. Map Sequence Number = mapSeq.
- %FTD-3-768001: QUOTA: resource utilization is high: requested req, current curr, warning level level
- %FTD-3-768002: QUOTA: resource quota exceeded: requested req, current curr, limit limit
- %FTD-3-768003: QUOTA: management session quota exceeded for user *user name*: current 3, user limit 3
- %FTD-3-768004: QUOTA: management session quota exceeded for *ssh/telnet/http* protocol: current 2, protocol limit 2
- %FTD-3-769006: UPDATE: ASA boot system image image_name was not found on disk
- %FTD-3-772002: PASSWORD: console login warning, user username, cause: password expired
- %FTD-3-772004: PASSWORD: session login failed, user username, IP ip, cause: password expired
- %FTD-3-776202: CTS PAC for Server IP_address, A-ID PAC issuer name has expired
- %FTD-3-776254: CTS SGT-MAP: Binding manager unable to action binding binding IP - SGname (SGT) from source name .
- %FTD-3-779003: STS: Failed to read tag-switching table - reason
- %FTD-3-779004: STS: Failed to write tag-switching table - reason
- %FTD-3-779005: STS: Failed to parse tag-switching request from http - reason
- %FTD-3-779006: STS: Failed to save tag-switching table to flash - reason
- %FTD-3-779007: STS: Failed to replicate tag-switching table to peer - reason
- %FTD-3-840001: Failed to create the backup for an IKEv2 session <Local IP>, <Remote IP>
- %FTD-3-850001: SNORT ID (<snort-instance-id>/<snort-process-id>) Automatic-Application-Bypass due to delay of <delay>ms (threshold <AAB-threshold>ms) with <connection-info>
- %FTD-3-850002: SNORT ID (<snort-instance-id>/<snort-process-id>) Automatic-Application-Bypass due to SNORT not responding to traffics for <timeout-delay>ms(threshold <AAB-threshold>ms)
- %FTD-3-8300003: Failed to send session redistribution message to <variable 1>
- %FTD-3-8300005: Failed to receive session move response from <variable 1>

Warning Messages, Severity 4

The following messages appear at severity 4, warning:

- %FTD-4-106023: Deny protocol src [interface_name:source_address/source_port] [([idfw_user|FQDN_string], sg_info)] dst interface_name:dest_address/dest_port [([idfw_user|FQDN_string], sg_info)] [type {string}, code {code}] by access_group acl_ID [0x8ed66b60, 0xf8852875]
- %FTD-4-106027: Deny src [source address] dst [destination address] by access-group “access-list name”.
- %FTD-4-106103: access-list acl_ID denied protocol for user username interface_name/source_address source_port interface_name/dest_address dest_port hit-cnt number first hit hash codes
- %FTD-4-109027: [aaa protocol] Unable to decipher response message Server = server_IP_address, User = user
- %FTD-4-109030: Autodetect ACL convert wildcard did not convert ACL access_list source | dest netmask netmask.
- %FTD-4-109033: Authentication failed for admin user user from src_IP. Interactive challenge processing is not supported for protocol connections
- %FTD-4-109034: Authentication failed for network user user from src_IP/port to dst_IP/port. Interactive challenge processing is not supported for protocol connections
- %FTD-4-109102: Received CoA action-type from coa-source-ip, but cannot find named session audit-session-id
- %FTD-4-113019: Group = group, Username = user, IP = peer_address, Session disconnected. Session Type: type, Duration: duration, Bytes xmt: count, Bytes rcv: count, Reason: reason
- %FTD-4-113026: Error error while executing Lua script for group tunnel group
- %FTD-4-113029: Group group User user IP ipaddr Session could not be established: session limit of num reached
- %FTD-4-113030: Group group User user IP ipaddr User ACL acl from AAA doesn't exist on the device, terminating connection.
- %FTD-4-113031: Group group User user IP ipaddr AnyConnect vpn-filter filter is an IPv6 ACL; ACL not applied.
- %FTD-4-113032: Group group User user IP ipaddr AnyConnect ipv6-vpn-filter filter is an IPv4 ACL; ACL not applied.
- %FTD-4-113034: Group group User user IP ipaddr User ACL acl from AAA ignored, AV-PAIR ACL used instead.
- %FTD-4-113035: Group group User user IP ipaddr Session terminated: AnyConnect not enabled or invalid AnyConnect image on the ASA.
- %FTD-4-113036: Group group User user IP ipaddr AAA parameter name value invalid.
- %FTD-4-113038: Group group User user IP ipaddr Unable to create AnyConnect p0arent session.
- %FTD-4-113040: Terminating the VPN connection attempt from attempted group. Reason: This connection is group locked to locked group.
- %FTD-4-113041: Redirect ACL configured for assigned IP does not exist on the device.

- %FTD-4-113042: CoA: Non-HTTP connection from src_if:src_ip/src_port to dest_if:dest_ip/dest_port for user username at client_IP denied by redirect filter; only HTTP connections are supported for redirection.
- %FTD-4-115002: Warning in process: process name fiber: fiber name, component: component name, subcomponent: subcomponent name, file: filename, line: line number, cond: condition
- %FTD-4-199016: syslog
- %FTD-4-209003: Fragment database limit of number exceeded: src = source_address, dest = dest_address, proto = protocol, id = number
- %FTD-4-209004: Invalid IP fragment, size = bytes exceeds maximum size = bytes: src = source_address, dest = dest_address, proto = protocol, id = number
- %FTD-4-209005: Discard IP fragment set with more than number elements: src = Too many elements are in a fragment set.
- %FTD-4-209006: Fragment queue threshold exceeded, dropped TCP fragment from IP address/port to IP address/port on outside interface.
- %FTD-4-216004: prevented: error in function at file(line) - stack trace
- %FTD-4-302034: Unable to pre-allocate H323 GUP Connection for faddr interface: foreign address/foreign-port to laddr interface:local-address/local-port
- %FTD-4-302310: SCTP packet received from src_ifc:src_ip/src_port to dst_ifc:dst_ip/dst_port contains unsupported Hostname Parameter.
- %FTD-4-302311: Failed to create a new protocol connection from ingress interface:source IP/source port to egress interface:destination IP/destination port due to application cache memory allocation failure. The app-cache memory threshold level is threshold% and threshold check is enabled/disabled.
- %FTD-4-305021: Ports exhausted in pre-allocated PAT pool IP mapped_ip_address for host real_host_ip. Allocating from new PAT pool IP mapped_ip_address.
- %FTD-4-305022: Cluster unit unit_name has been allocated num_of_port_blocks port blocks for PAT usage. All units should have at least min_num_of_port_blocks port blocks.
- %FTD-4-308002: static global_address inside_address netmask netmask overlapped with global_address inside_address
- %FTD-4-313004: Denied ICMP type=icmp_type, from source_address on interface interface_name to dest_address:no matching session
- %FTD-4-313005: No matching connection for ICMP error message: icmp_msg_info on interface_name interface. Original IP payload: embedded_frame_info icmp_msg_info = icmp src src_interface_name:src_address [([idfw_user | FQDN_string], sg_info)] dst dest_interface_name:dest_address [([idfw_user | FQDN_string], sg_info)] (type icmp_type, code icmp_code) embedded_frame_info = prot src source_address/source_port [([idfw_user | FQDN_string], sg_info)] dst dest_address/dest_port [(idfw_user|FQDN_string), sg_info]
- %FTD-4-313009: Denied invalid ICMP code icmp-code, for src-ifc:src-address/src-port (mapped-src-address/mapped-src-port) to dest-ifc:dest-address/dest-port (mapped-dest-address/mapped-dest-port) [user], ICMP id icmp-id, ICMP type icmp-type
- %FTD-4-325002: Duplicate address ipv6_address/MAC_address on interface

- %FTD-4-337005: Phone Proxy SRTP: Media session not found for media_term_ip/media_term_port for packet from in_ifc:src_ip/src_port to out_ifc:dest_ip/dest_port
- %FTD-4-338101: Dynamic filter action whitelisted protocol traffic from in_interface:src_ip_addr/src_port (mapped-ip/mapped-port) to out_interface:dest_ip_addr/dest_port, (mapped-ip/mapped-port), source malicious address resolved from local or dynamic list: domain name
- %FTD-4-338102: Dynamic filter action whitelisted protocol traffic from in_interface:src_ip_addr/src_port (mapped-ip/mapped-port) to out_interface:dest_ip_addr/dest_port (mapped-ip/mapped-port), destination malicious address resolved from local or dynamic list: domain name
- %FTD-4-338103: Dynamic filter action whitelisted protocol traffic from in_interface:src_ip_addr/src_port (mapped-ip/mapped-port) to out_interface:dest_ip_addr/dest_port, (mapped-ip/mapped-port), source malicious address resolved
- %FTD-4-338104: Dynamic filter action whitelisted protocol traffic from in_interface:src_ip_addr/src_port (mapped-ip/mapped-port) to out_interface:dest_ip_addr/dest_port (mapped-ip/mapped-port), destination malicious address resolved from local or dynamic list: ip address/netmask from local or dynamic list: ip address/netmask
- %FTD-4-338301: Intercepted DNS reply for domain name from in_interface:src_ip_addr/src_port to out_interface:dest_ip_addr/dest_port, matched list
- %FTD-4-401001: Shuns cleared
- %FTD-4-401002: Shun added: IP_address IP_address port port
- %FTD-4-401003: Shun deleted: IP_address
- %FTD-4-401004: Shunned packet: IP_address = IP_address on interface interface_name
- %FTD-4-401005: Shun add failed: unable to allocate resources for IP_address IP_address port port
- %FTD-4-402114: IPSEC: Received an protocol packet (SPI=spi, sequence number= seq_num) from remote_IP to local_IP with an invalid SPI.
- %FTD-4-402115: IPSEC: Received a packet from remote_IP to local_IP containing act_prot data instead of exp_prot data.
- %FTD-4-402116: IPSEC: Received an protocol packet (SPI=spi, sequence number= seq_num) from remote_IP (username) to local_IP. The decapsulated inner packet doesn't match the negotiated policy in the SA. The packet specifies its destination as pkt_daddr, its source as pkt_saddr, and its protocol as pkt_prot. The SA specifies its local proxy as id_daddr /id_dmask /id_dprot /id_dport and its remote proxy as id_saddr /id_smask /id_sprot /id_sport.
- %FTD-4-402117: IPSEC: Received a non-IPSec (protocol) packet from remote_IP to local_IP.
- %FTD-4-402118: IPSEC: Received an protocol packet (SPI=spi, sequence number seq_num) from remote_IP (username) to local_IP containing an illegal IP fragment of length frag_len with offset frag_offset.
- %FTD-4-402119: IPSEC: Received an protocol packet (SPI=spi, sequence number= seq_num) from remote_IP (username) to local_IP that failed anti-replay checking.
- %FTD-4-402120: IPSEC: Received an protocol packet (SPI=spi, sequence number= seq_num) from remote_IP (username) to local_IP that failed authentication.

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-4-402121: IPSEC: Received an protocol packet (SPI=spi, sequence number= seq_num) from peer_addr (username) to lcl_addr that was dropped by IPSec (drop_reason).
- %FTD-4-402122: Received a cleartext packet from src_addr to dest_addr that was to be encapsulated in IPSec that was dropped by IPSec (drop_reason).
- %FTD-4-402123: CRYPTO: The accel_type hardware accelerator encountered an error (code= error_string) while executing crypto command command.
- %FTD-4-402124: CRYPTO: The ASA hardware accelerator encountered an error (Hardware error address, Core, Hardware error code, IstatReg, PciErrReg, CoreErrStat, CoreErrAddr, Doorbell Size,DoorBell Outstanding, SWReset).
- %FTD-4-402125: The ASA hardware accelerator ring timed out (parameters).
- %FTD-4-402126: CRYPTO: The ASA created Crypto Archive File Archive Filename as a Soft Reset was necessary. Please forward this archived information to Cisco.
- %FTD-4-402127: CRYPTO: The ASA is skipping the writing of latest Crypto Archive File as the maximum # of files, max_number, allowed have been written to archive_directory. Please archive & remove files from Archive Directory if you want more Crypto Archive Files saved.
- %FTD-4-402131: CRYPTO: status changing the accel_instance hardware accelerator's configuration bias from old_config_bias to new_config_bias.
- %FTD-4-403505: PPPoE:PPP - Unable to set default route to IP_address at interface_name
- %FTD-4-403506: PPPoE:failed to assign PPP IP_address netmask netmask at interface_name
- %FTD-4-405001: Received ARP {request | response} collision from IP_address/MAC_address on interface interface_name to IP_address/MAC_address on interface interface_name
- %FTD-4-405002: Received mac mismatch collision from IP_address/MAC_address for authenticated host
- %FTD-4-405003: IP address collision detected between host IP_address at MAC_address and interface interface_name, MAC_address.
- %FTD-4-405101: Unable to Pre-allocate H225 Call Signalling Connection for foreign_address outside_address[/outside_port] to local_address inside_address[/inside_port]
- %FTD-4-405102: Unable to Pre-allocate H245 Connection for foreign_address outside_address[/outside_port] to local_address inside_address[/inside_port]
- %FTD-4-405103: H225 message from source_address/source_port to dest_address/dest_port contains bad protocol discriminator hex
- %FTD-4-405104: H225 message received from outside_address/outside_port to inside_address/inside_port before SETUP
- %FTD-4-405105: H323 RAS message AdmissionConfirm received from source_address/source_port to dest_address/dest_port without an AdmissionRequest
- %FTD-4-406001: FTP port command low port: IP_address/port to IP_address on interface interface_name
- %FTD-4-406002: FTP port command different address: IP_address(IP_address) to IP_address on interface interface_name

- %FTD-4-407001: Deny traffic for local-host interface_name:inside_address, license limit of number exceeded
- %FTD-4-407002: Embryonic limit nconns/elimit for through connections exceeded.outside_address/outside_port to global_address (inside_address)/inside_port on interface interface_name
- %FTD-4-407003: Established limit for RPC services exceeded number
- %FTD-4-408001: IP route counter negative - reason, IP_address Attempt: number
- %FTD-4-408002: ospf process id route type update address1 netmask1 [distance1/metric1] via source IP:interface1 address2 netmask2 [distance2/metric2] interface2
- %FTD-4-408003: can't track this type of object hex
- %FTD-4-408101: KEYMAN : Type <encrption_type> encryption unknown. Interpreting keystring as literal.
- %FTD-4-408102: KEYMAN : Bad encrypted keystring for key id <key id>
- %FTD-4-409001: Database scanner: external LSA IP_address netmask is lost, reinstalls
- %FTD-4-409002: db_free: external LSA IP_address netmask
- %FTD-4-409003: Received invalid packet: reason from IP_address, interface_name
- %FTD-4-409004: Received reason from unknown neighbor IP_address
- %FTD-4-409005: Invalid length number in OSPF packet from IP_address (ID IP_address), interface_name
- %FTD-4-409006: Invalid lsa: reason Type number, LSID IP_address from IP_address, IP_address, interface_name
- %FTD-4-409007: Found LSA with the same host bit set but using different mask LSA ID IP_address netmask New: Destination IP_address netmask
- %FTD-4-409008: Found generating default LSA with non-zero mask LSA type : number Mask: netmask metric: number area: string
- %FTD-4-409009: OSPF process number cannot start. There must be at least one up IP interface, for OSPF to use as router ID
- %FTD-4-409010: Virtual link information found in non-backbone area: string
- %FTD-4-409011: OSPF detected duplicate router-id IP_address from IP_address on interface interface_name
- %FTD-4-409012: Detected router with duplicate router ID IP_address in area string
- %FTD-4-409013: Detected router with duplicate router ID IP_address in Type-4 LSA advertised by IP_address
- %threat defense-4-409014: No valid authentication *send* key is available on interface *nameif*.
- %threat defense-4-409015: Key ID *key-id received* on interface *nameif*.
- %threat defense-4-409016: Key chain name *key-chain-name* on *nameif* is invalid.
- %threat defense-4-409017: Key ID *key-id* in key chain *key-chain-name* is invalid.

- %FTD-4-409023: Attempting AAA Fallback method method_name for request_type request for user user:Auth-server group server_tag unreachable
- %FTD-4-409101: Received invalid packet: %s from %P, %s
- %FTD-4-409102: Received packet with incorrect area from %P, %s, area %AREA_ID_STR, packet area %AREA_ID_STR
- %FTD-4-409103: Received %s from unknown neighbor %i
- %FTD-4-409104: Invalid length %d in OSPF packet type %d from %P (ID %i), %s
- %FTD-4-409105: Invalid lsa: %s: Type 0x%x, Length 0x%x, LSID %u from %i
- %FTD-4-409106: Found generating default LSA with non-zero mask LSA type: 0x%x Mask: %i metric: %lu area: %AREA_ID_STR
- %FTD-4-409107: OSPFv3 process %d could not pick a router-id, please configure manually
- %FTD-4-409108: Virtual link information found in non-backbone area: %AREA_ID_STR
- %FTD-4-409109: OSPF detected duplicate router-id %i from %P on interface %IF_NAME
- %FTD-4-409110: Detected router with duplicate router ID %i in area %AREA_ID_STR
- %FTD-4-409111: Multiple interfaces (%IF_NAME /%IF_NAME) on a single link detected.
- %FTD-4-409112: Packet not written to the output queue
- %FTD-4-409113: Doubly linked list linkage is NULL
- %FTD-4-409114: Doubly linked list prev linkage is NULL %x
- %FTD-4-409115: Unrecognized timer %d in OSPF %s
- %FTD-4-409116: Error for timer %d in OSPF process %s
- %FTD-4-409117: Can't find LSA database type %x, area %AREA_ID_STR, interface %x
- %FTD-4-409118: Could not allocate DBD packet
- %FTD-4-409119: Invalid build flag %x for LSA %i, type 0x%x
- %FTD-4-409120: Router-ID %i is in use by ospf process %d
- %FTD-4-409121: Router is currently an ASBR while having only one area which is a stub area
- %FTD-4-409122: Could not select a global IPv6 address. Virtual links require at least one global IPv6 address.
- %FTD-4-409123: Neighbor command allowed only on NBMA networks
- %FTD-4-409125: Can not use configured neighbor: poll and priority options are allowed only for a NBMA network
- %FTD-4-409128: OSPFv3-%d Area %AREA_ID_STR: Router %i originating invalid type 0x%x LSA, ID %u, Metric %d on Link ID %d Link Type %d
- %FTD-4-410001: UDP DNS request from source_interface:source_address/source_port to dest_interface:dest_address/dest_port; (label length | domain-name length) 52 bytes exceeds remaining packet length of 44 bytes.

- %FTD-4-411001: Line protocol on interface interface_name changed state to up
- %FTD-4-411002: Line protocol on interface interface_name changed state to down
- %FTD-4-411003: Configuration status on interface interface_name changed state to downup
- %FTD-4-411004: Configuration status on interface interface_name changed state to up
- %FTD-4-411005: Interface variable 1 experienced a hardware transmit hang. The interface has been reset.
- %FTD-4-412001: MAC MAC_address moved from interface_1 to interface_2
- %FTD-4-412002: Detected bridge table full while inserting MAC MAC_address on interface interface. Number of entries = num
- %FTD-4-413001: Module module_id is not able to shut down. Module Error: errnum message
- %FTD-4-413002: Module module_id is not able to reload. Module Error: errnum message
- %FTD-4-413003: Module module_id is not a recognized type
- %FTD-4-413004: Module module_id failed to write software vnewver (currently vver), reason. Trying again.
- %FTD-4-413005: Module module_id, application is not supported app_name version app_vers type app_type
- %FTD-4-413006: prod-id Module software version mismatch; slot slot is prod-id version running-vers. Slot slot prod-id requires required-vers.
- %FTD-4-415016: policy-map map_name:Maximum number of unanswered HTTP requests exceeded connection_action from int_type:IP_address/port_num to int_type:IP_address/port_num
- %FTD-4-417001: Unexpected event received: number
- %FTD-4-417004: Filter violation error: conn number (string:string) in string
- %FTD-4-417006: No memory for string) in string. Handling: string
- %FTD-4-418001: Through-the-device packet to/from management-only network is denied: protocol_string from interface_name IP_address (port) [([idfw_user|FQDN_string], sg_info)] to interface_name IP_address (port) [(idfw_user|FQDN_string), sg_info]
- %FTD-4-419001: Dropping TCP packet from src_ifc:src_IP/src_port to dest_ifc:dest_IP/dest_port, reason: MSS exceeded, MSS size, data size
- %FTD-4-419002: Received duplicate TCP SYN from in_interface:src_address/src_port to out_interface:dest_address/dest_port with different initial sequence number.
- %FTD-4-419003: Cleared TCP urgent flag from out_ifc:src_ip/src_port to in_ifc:dest_ip/dest_port.
- %FTD-4-422004: IP SLA Monitor number0: Duplicate event received. Event number number1
- %FTD-4-422005: IP SLA Monitor Probe(s) could not be scheduled because clock is not set.
- %FTD-4-422006: IP SLA Monitor Probe number: string

- %FTD-4-424001: Packet denied protocol_string intf_in:src_ip/src_port [([idfw_user | FQDN_string], sg_info)] intf_out:dst_ip/dst_port[([idfw_user | FQDN_string], sg_info)]. [Ingress|Egress] interface is in a backup state.
- %FTD-4-424002: Connection to the backup interface is denied: protocol_string intf:src_ip/src_port intf:dst_ip/dst_port
- %FTD-4-426004: PORT-CHANNEL: Interface ifc_name1 is not compatible with ifc_name and will be suspended (speed of ifc_name1 is X Mbps, Y is 1000 Mbps).
- %FTD-4-429008: Unable to respond to VPN query from CX for session 0x%x. Reason %s
- %FTD-4-434001: SFR card not up and fail-close mode used, dropping protocol packet from ingress interface:source IP address/source port to egress interface:destination IP address/destination port
- %FTD-4-434007: SFR redirect will override Scansafe redirect for flow from ingress interface:source IP address/source port to egress interface:destination IP address/destination port (user)
- %FTD-4-446003: Denied TLS Proxy session from src_int:src_ip/src_port to dst_int:dst_ip/dst_port, UC-IME license is disabled.
- %FTD-4-447001: ASP DP to CP queue_name was full. Queue length length, limit limit
- %FTD-4-448001: Denied SRTP crypto session setup on flow from src_int:src_ip/src_port to dst_int:dst_ip/dst_port, licensed K8 SRTP crypto session of limit exceeded
- %FTD-4-500004: Invalid transport field for protocol=protocol, from source_address/source_port to dest_address/dest_port
- %FTD-4-507002: Data copy in proxy-mode exceeded the buffer limit
- %FTD-4-603110: Failed to establish L2TP session, tunnel_id = tunnel_id, remote_peer_ip = peer_ip, user = username. Multiple sessions per tunnel are not supported
- %FTD-4-604105: DHCPD: Unable to send DHCP reply to client hardware_address on interface interface_name. Reply exceeds options field size (options_field_size) by number_of_octets octets.
- %FTD-4-607002: action_class: action SIP req_resp req_resp_info from src_ifc:sip/sport to dest_ifc:dip/dport; further_info
- %FTD-4-607004: Phone Proxy: Dropping SIP message from src_if:src_ip/src_port to dest_if:dest_ip/dest_port with source MAC mac_address due to secure phone database mismatch.
- %FTD-4-608002: Dropping Skinny message for in_ifc:src_ip/src_port to out_ifc:dest_ip/dest_port, SCCPPrefix length value too small
- %FTD-4-608003: Dropping Skinny message for in_ifc:src_ip/src_port to out_ifc:dest_ip/dest_port, SCCPPrefix length value too large
- %FTD-4-612002: Auto Update failed:filename, version:number, reason:reason
- %FTD-4-612003: Auto Update failed to contact:url, reason:reason
- %FTD-4-613017: Bad LSA mask: Type number, LSID IP_address Mask mask from IP_address
- %FTD-4-613018: Maximum number of non self-generated LSA has been exceeded “OSPF number” - number LSAs
- %FTD-4-613019: Threshold for maximum number of non self-generated LSA has been reached "OSPF number" - number LSAs

- %FTD-4-613021: Packet not written to the output queue
- %FTD-4-613022: Doubly linked list linkage is NULL
- %FTD-4-613023: Doubly linked list prev linkage is NULL number
- %FTD-4-613024: Unrecognized timer number in OSPF string
- %FTD-4-613025: Invalid build flag number for LSA IP_address, type number
- %FTD-4-613026: Can not allocate memory for area structure
- %FTD-4-613030: Router is currently an ASBR while having only one area which is a stub area
- %FTD-4-613031: No IP address for interface inside
- %FTD-4-613036: Can not use configured neighbor: cost and database-filter options are allowed only for a point-to-multipoint network
- %FTD-4-613037: Can not use configured neighbor: poll and priority options are allowed only for a NBMA network
- %FTD-4-613038: Can not use configured neighbor: cost or database-filter option is required for point-to-multipoint broadcast network
- %FTD-4-613039: Can not use configured neighbor: neighbor command is allowed only on NBMA and point-to-multipoint networks
- %FTD-4-613040: OSPF-1 Area string: Router IP_address originating invalid type number LSA, ID IP_address, Metric number on Link ID IP_address Link Type number
- %FTD-4-613042: OSPF process number lacks forwarding address for type 7 LSA IP_address in NSSA string - P-bit cleared
- %FTD-4-620002: Unsupported CTIQBE version: hex: from interface_name:IP_address/port to interface_name:IP_address/port
- %FTD-4-769009: UPDATE: Image booted image_name is different from boot images.
- %FTD-4-709008: (Primary | Secondary) Configuration sync in progress. Command: ‘command’ executed from (terminal/http) will not be replicated to or executed by the standby unit.
- %FTD-4-709013: Failover configuration replication hash comparison timeout expired.
- %FTD-4-711002: Task ran for elapsed_time msecs, process = process_name, PC = PC Tracebeback = traceback
- %FTD-4-711004: Task ran for msec msec, Process = process_name, PC = pc, Call stack = call stack
- %FTD-4-713154: DNS lookup for peer_description Server [server_name] failed!
- %FTD-4-713157: Timed out on initial contact to server [server_name or IP_address] Tunnel could not be established.
- %FTD-4-713239: IP_Address: Tunnel Rejected: The maximum tunnel count allowed has been reached
- %FTD-4-713240: Received DH key with bad length: received length=rlength expected length=elength
- %FTD-4-713241: IE Browser Proxy Method setting_number is Invalid
- %FTD-4-713242: Remote user is authenticated using Hybrid Authentication. Not starting IKE rekey.

- %FTD-4-713243: META-DATA Unable to find the requested certificate
- %FTD-4-713244: META-DATA Received Legacy Authentication Method(LAM) type type is different from the last type received type.
- %FTD-4-713245: META-DATA Unknown Legacy Authentication Method(LAM) type type received.
- %FTD-4-713246: META-DATA Unknown Legacy Authentication Method(LAM) attribute type type received.
- %FTD-4-713247: META-DATA Unexpected error: in Next Card Code mode while not doing SDI.
- %FTD-5-713248: META-DATA Rekey initiation is being disabled during CRACK authentication.
- %FTD-4-713249: META-DATA Received unsupported authentication results: result
- %FTD-4-713251: META-DATA Received authentication failure message
- %FTD-4-713255: IP = peer-IP, Received ISAKMP Aggressive Mode message 1 with unknown tunnel group name group-name
- %FTD-4-713903: Group = group policy, Username = user name, IP = remote IP, ERROR: Failed to install Redirect URL: redirect URL Redirect ACL: non_exist for assigned IP.
- %FTD-4-716007: Group group User user WebVPN Unable to create session.
- %FTD-4-716022: Unable to connect to proxy server reason.
- %FTD-4-716023: Group name User user Session could not be established: session limit of maximum_sessions reached.
- %FTD-4-716044: Group group-name User user-name IP IP_address AAA parameter param-name value param-value out of range.
- %FTD-4-716045: Group group-name User user-name IP IP_address AAA parameter param-name value invalid.
- %FTD-4-716046: Group group-name-name User user-name IP IP_address User ACL access-list-name from AAA doesn't exist on the device, terminating connection.
- %FTD-4-716047: Group group-name User user-name IP IP_address User ACL access-list from AAA ignored, AV-PAIR ACL used instead.
- %FTD-4-716048: Group group-name User user-name IP IP_address No memory to parse ACL.
- %FTD-4-716052: Group group-name User user-name IP IP_address Pending session terminated.
- %FTD-4-717026: Name lookup failed for hostname hostname during PKI operation.
- %FTD-4-717031: Failed to find a suitable trustpoint for the issuer: issuer Reason: reason_string
- %FTD-4-717035: OCSP status is being checked for certificate. certificate_identifier.
- %FTD-4-717037: Tunnel group search using certificate maps failed for peer certificate: certificate_identifier.
- %FTD-4-717052: Group group name User user name IP IP Address Session disconnected due to periodic certificate authentication failure. Subject Name id subject name Issuer Name id issuer name Serial Number id serial number

- %FTD-4-720001: (VPN-unit) Failed to initialize with Chunk Manager.
- %FTD-4-720007: (VPN-unit) Failed to allocate chunk from Chunk Manager.
- %FTD-4-720008: (VPN-unit) Failed to register to High Availability Framework.
- %FTD-4-720009: (VPN-unit) Failed to create version control block.
- %FTD-4-720011: (VPN-unit) Failed to allocate memory
- %FTD-4-720013: (VPN-unit) Failed to insert certificate in trust point trustpoint_name
- %FTD-4-720022: (VPN-unit) Cannot find trust point trustpoint
- %FTD-4-720033: (VPN-unit) Failed to queue add to message queue.
- %FTD-4-720038: (VPN-unit) Corrupted message from active unit.
- %FTD-4-720043: (VPN-unit) Failed to send type message id to standby unit
- %FTD-4-720044: (VPN-unit) Failed to receive message from active unit
- %FTD-4-720047: (VPN-unit) Failed to sync SDI node secret file for server IP_address on the standby unit.
- %FTD-4-720051: (VPN-unit) Failed to add new SDI node secret file for server id on the standby unit.
- %FTD-4-720052: (VPN-unit) Failed to delete SDI node secret file for server id on the standby unit.
- %FTD-4-720053: (VPN-unit) Failed to add cTCP IKE rule during bulk sync, peer=IP_address, port=port
- %FTD-4-720054: (VPN-unit) Failed to add new cTCP record, peer=IP_address, port=port.
- %FTD-4-720055: (VPN-unit) VPN Stateful failover can only be run in single/non-transparent mode.
- %FTD-4-720064: (VPN-unit) Failed to update cTCP database record for peer=IP_address, port=port during bulk sync.
- %FTD-4-720065: (VPN-unit) Failed to add new cTCP IKE rule, peer=peer, port=port.
- %FTD-4-720066: (VPN-unit) Failed to activate IKE database.
- %FTD-4-720067: (VPN-unit) Failed to deactivate IKE database.
- %FTD-4-720068: (VPN-unit) Failed to parse peer message.
- %FTD-4-720069: (VPN-unit) Failed to activate cTCP database.
- %FTD-4-720070: (VPN-unit) Failed to deactivate cTCP database.
- %FTD-4-720073: VPN Session failed to replicate - ACL acl_name not found
- %FTD-4-721007: (device) Fail to update access list list_name on standby unit.
- %FTD-4-721011: (device) Fail to add access list rule list_name, line line_no on standby unit.
- %FTD-4-721013: (device) Fail to enable APCF XML file file_name on the standby unit.
- %FTD-4-721015: (device) Fail to disable APCF XML file file_name on the standby unit.
- %FTD-4-721017: (device) Fail to create WebVPN session for user user_name, IP ip_address.
- %FTD-4-721019: (device) Fail to delete WebVPN session for client user user_name, IP ip_address.

- %FTD-4-722001: IP IP_address Error parsing SVC connect request.
- %FTD-4-722002: IP IP_address Error consolidating SVC connect request.
- %FTD-4-722003: IP IP_address Error authenticating SVC connect request.
- %FTD-4-722004: Group group User user-name IP IP_address Error responding to SVC connect request.
- %FTD-4-722015: Group group User user-name IP IP_address Unknown SVC frame type: type-num
- %FTD-4-722016: Group group User user-name IP IP_address Bad SVC frame length: length expected: expected-length
- %FTD-4-722017: Group group User user-name IP IP_address Bad SVC framing: 525446, reserved: 0
- %FTD-4-722018: Group group User user-name IP IP_address Bad SVC protocol version: version, expected: expected-version
- %FTD-4-722019: Group group User user-name IP IP_address Not enough data for an SVC header: length
- %FTD-4-722041: TunnelGroup tunnel_group GroupPolicy group_policy User username IP peer_address No IPv6 address available for SVC connection
- %FTD-4-722042: Group group User user IP ip Invalid Cisco SSL Tunneling Protocol version.
- %FTD-4-722047: Group group User user IP ip Tunnel terminated: SVC not enabled or invalid SVC image on the ASA.
- %FTD-4-722048: Group group User user IP ip Tunnel terminated: SVC not enabled for the user.
- %FTD-4-722049: Group group User user IP ip Session terminated: SVC not enabled or invalid image on the ASA.
- %FTD-4-722050: Group group User user IP ip Session terminated: SVC not enabled for the user.
- %FTD-4-722054: Group group policy User user name IP remote IP SVC terminating connection: Failed to install Redirect URL: redirect URL Redirect ACL: non_exist for assigned IP
- %FTD-4-724001: Group group-name User user-name IP IP_address WebVPN session not allowed. Unable to determine if Cisco Secure Desktop was running on the client's workstation.
- %FTD-4-724002: Group group-name User user-name IP IP_address WebVPN session not terminated. Cisco Secure Desktop was not running on the client's workstation.
- %FTD-4-733100: Object drop rate rate_ID exceeded. Current burst rate is rate_val per second, max configured rate is rate_val; Current average rate is rate_val per second, max configured rate is rate_val; Cumulative total count is total_cnt
- %FTD-4-733101: Object objectIP (is targeted|is attacking). Current burst rate is rate_val per second, max configured rate is rate_val; Current average rate is rate_val per second, max configured rate is rate_val; Cumulative total count is total_cnt.
- %FTD-4-733102: Threat-detection adds host %I to shun list
- %FTD-4-733103: Threat-detection removes host %I from shun list
- %FTD-4-733104: TD_SYSLOG_TCP_INTERCEPT_AVERAGE_RATE_EXCEED
- %FTD-4-733105: TD_SYSLOG_TCP_INTERCEPT_BURST_RATE_EXCEED

- %FTD-4-735015: CPU var1: Temp: var2 var3, Warm
- %FTD-4-735016: Chassis Ambient var1: Temp: var2 var3, Warm
- %FTD-4-735018: Power Supply var1: Temp: var2 var3, Critical
- %FTD-4-735019: Power Supply var1: Temp: var2 var3, Warm
- %FTD-4-735026: CPU cpu_num Voltage Regulator is running beyond the max thermal operating temperature and the device will be shutting down immediately. The chassis and CPU need to be inspected immediately for ventilation issues.
- %FTD-4-737012: IPAA: Address assignment failed
- %FTD-4-737013: IPAA: Error freeing address ip-address, not found
- %FTD-4-737019: IPAA: Unable to get address from group-policy or tunnel-group local pools
- %FTD-4-737028: IPAA: Adding ip-address to standby: failed
- %FTD-4-737030: IPAA: Adding %m to standby: address already in use
- %FTD-4-737032: IPAA: Removing ip-address from standby: not found
- %FTD-4-737033: IPAA: Unable to assign addr_allocator provided IP address ip_addr to client. This IP address has already been assigned by previous_addr_allocator
- %FTD-4-737038: IPAA: Session=session, specified address ip-address was in-use, trying to get another.
- %FTD-4-737203: VPNFIP: Pool=pool, WARN: message
- %FTD-4-737402: POOLIP: Pool=pool, Failed to return ip-address to pool (recycle=recycle). Reason: message
- %FTD-4-737404: POOLIP: Pool=pool, WARN: message
- %FTD-4-741005: Coredump operation variable 1 failed with error variable 2 variable 3
- %FTD-4-741006: Unable to write Coredump Helper configuration, reason variable 1
- %FTD-4-747008: Clustering: New cluster member name with serial number serial-number-A rejected due to name conflict with existing unit with serial number serial-number-B.
- %FTD-4-747015: Clustering: Forcing stray member unit-name to leave the cluster.
- %FTD-4-747016: Clustering: Found a split cluster with both unit-name-A and unit-name-B as master units. Master role retained by unit-name-A, unit-name-B will leave, then join as a slave.
- %FTD-4-747017: Clustering: Failed to enroll unit unit-name due to maximum member limit limit-value reached.
- %FTD-4-747019: Clustering: New cluster member name rejected due to Cluster Control Link IP subnet mismatch (ip-address/ip-mask on new unit, ip-address/ip-mask on local unit).
- %FTD-4-747020: Clustering: New cluster member unit-name rejected due to encryption license mismatch.
- %FTD-4-747025: Clustering: New cluster member unit-name rejected due to firewall mode mismatch.
- %FTD-4-747026: Clustering: New cluster member unit-name rejected due to cluster interface name mismatch (ifc-name on new unit, ifc-name on local unit).

- %FTD-4-747027: Clustering: Failed to enroll unit unit-name due to insufficient size of cluster pool pool-name in context-name.
- %FTD-4-747028: Clustering: New cluster member unit-name rejected due to interface mode mismatch (mode-name on new unit, mode-name on local unit).
- %FTD-4-747029: Clustering: Unit unit-name is quitting due to Cluster Control Link down.
- %FTD-4-748002: Clustering configuration on the chassis is missing or incomplete; clustering is disabled
- %FTD-4-748003: Module slot_number in chassis chassis_number is leaving the cluster due to a chassis health check failure
- %FTD-4-748011: Mismatched resource profile size with Master. Master: <cores number> CPU cores / <RAM size> MB RAM, Mine: <cores number> CPU cores / <RAM size> MB RAM
- %FTD-4-748012: Mismatched module type with Master. Master: <PID>, MINE: <PID>
- %FTD-4-750003: Local: local IP:local port Remote: remote IP:remote port Username: username Negotiation aborted due to ERROR: error
- %FTD-4-750012: Selected IKEv2 encryption algorithm (IKEV2 encry algo) is not strong enough to secure proposed IPSEC encryption algorithm (IPSEC encry algo).
- %FTD-4-750014: Local:<self ip>:<self port> Remote:<peer ip>:<peer port> Username:<TG or Username> IKEv2 Session aborted. Reason: Initial Contact received for Local ID: <self ID>, Remote ID: <peer ID> from remote peer:<peer ip>:<peer port> to <self ip>:<self port>
- %FTD-4-751014: Local: localIP:port Remote remoteIP:port Username: username/group Warning Configuration Payload request for attribute attribute ID could not be processed. Error: error
- %FTD-4-751015: Local: localIP:port Remote remoteIP:port Username: username/group SA request rejected by CAC. Reason: reason
- %FTD-4-751016: Local: localIP:port Remote remoteIP:port Username: username/group L2L peer initiated a tunnel with the same outer and inner addresses. Peer could be Originate only - Possible misconfiguration!
- %FTD-4-751019: Local:LocalAddr Remote:RemoteAddr Username:username Failed to obtain an licenseType license. Maximum license limit limit exceeded.
- %FTD-4-751021: Local:variable 1:variable 2 Remote:variable 3:variable 4 Username:variable 5 variable 6 with variable 7 encryption is not supported with this version of the AnyConnect Client. Please upgrade to the latest Anyconnect Client.
- %FTD-4-751027: Local:local IP:local port Remote:peer IP:peer port Username:username IKEv2 Received INVALID_SELECTORS Notification from peer. Peer received a packet (SPI=spi). The decapsulated inner packet didn’t match the negotiated policy in the SA. Packet destination pkt_daddr, port pkt_dest_port, source pkt_saddr, port pkt_src_port, protocol pkt_prot.
- %FTD-4-752009: IKEv2 Doesn't support Multiple Peers
- %FTD-4-752010: IKEv2 Doesn't have a proposal specified
- %FTD-4-752011: IKEv1 Doesn't have a transform set specified
- %FTD-4-752012: IKEv protocol was unsuccessful at setting up a tunnel. Map Tag = mapTag. Map Sequence Number = mapSeq.

- %FTD-4-752013: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv2 after a failed attempt. Map Tag = mapTag. Map Sequence Number = mapSeq.
- %FTD-4-752014: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv1 after a failed attempt. Map Tag = mapTag. Map Sequence Number = mapSeq.
- %FTD-4-752017: IKEv2 Backup L2L tunnel initiation denied on interface interface matching crypto map name, sequence number number. Unsupported configuration.
- %FTD-4-753001: Unexpected IKEv2 packet received from <IP>:<port>. Error: <reason>
- %FTD-4-768003: SSH: connection timed out: username username, IP ip
- %FTD-4-769009: UPDATE: Image booted image_name is different from boot images.
- %FTD-4-770001: Resource resource allocation is more than the permitted list of limit for this platform. If this condition persists, the ASA will be rebooted.
- %FTD-4-770003: Resource resource allocation is less than the minimum requirement of value for this platform. If this condition persists, performance will be lower than normal.
- %FTD-4-775002: Reason - protocol connection conn_id from interface_name:real_address/real_port [(idfw_user)] to interface_name:real_address/real_port is action locally
- %FTD-4-802006: IP ip_address MDM request details has been rejected: details.
- %FTD-4-812005: Link-State-Propagation activated on inline-pair due to failure of interface <interface-name> bringing down pair interface <interface-name>
- %FTD-4-812006: Link-State-Propagation de-activated on inline-pair due to recovery of interface <interface-name> bringing up pair interface <interface-name>
- %FTD-4-815003: Object-Group-Search threshold exceeded <current value> threshold (10000) for packet UDP from <source IP address/port> to <destination IP address/port>
- %FTD-4-870001: policy-route path-monitoring, remote peer <interface_name>:<IP_Address> <reachable_status>

Notification Messages, Severity 5

The following messages appear at severity 5, notifications:

- %FTD-5-106029: New reverse carrier <protocol> <ingress_ifc>:<source_addr> to <egress_ifc>:<destination_addr> overshadows existing <ingress_ifc2>:<source_addr2> to <egress_ifc2>:<destination_addr2>
- %FTD-5-109012: Authen Session End: user 'user', sid number, elapsed number seconds
- %FTD-5-109029: Parsing downloaded ACL: string
- %FTD-5-109039: AAA Authentication:Dropping an unsupported IPv6/IP46/IP64 packet from lifc:laddr to fifc:faddr
- %FTD-5-109201: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Succeeded adding entry.

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-5-109204: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Succeeded applying filter.
- %FTD-5-109207: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Succeeded updating entry.
- %FTD-5-109210: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Successfully removed the rules for user during tunnel torn down.
- %FTD-5-111001: Begin configuration: IP_address writing to device
- %FTD-5-111002: Begin configuration: IP_address reading from device
- %FTD-5-111003: IP_address Erase configuration
- %FTD-5-111004: IP_address end configuration: {FAILED|OK}
- %FTD-5-111005: IP_address end configuration: OK
- %FTD-5-111007: Begin configuration: IP_address reading from device.
- %FTD-5-111008: User user executed the command string
- %FTD-5-111010: User username, running application-name from IP ip addr, executed cmd
- %FTD-5-113024: Group tg: Authenticating type connection from ip with username, user_name, from client certificate
- %FTD-5-113025: Group tg: FAILED to extract username from certificate while authenticating type connection from ip
- %FTD-5-199001: Reload command executed from Telnet (remote IP_address).
- %FTD-5-199017: syslog
- %FTD-5-212009: Configuration request for SNMP group groupname failed. User username, reason.
- %FTD-5-303004: FTP cmd_string command unsupported - failed strict inspection, terminating connection from source_interface:source_address/source_port to dest_interface:dest_address/dest_interface
- %FTD-5-303005: Strict FTP inspection matched match_string in policy-map policy-name, action_string from src_ifc:sip/sport to dest_ifc:dip/dport
- %FTD-5-305013: Asymmetric NAT rules matched for forward and reverse flows; Connection protocol src interface_name:source_address/source_port [(idfw_user)] dst interface_name:dest_address/dst_port [(idfw_user)] denied due to NAT reverse path failure.
- %FTD-5-321001: Resource var1 limit of var2 reached.
- %FTD-5-321002: Resource var1 rate limit of var2 reached.
- %FTD-5-324012: GTP_PARSE: GTP IE TYPE [GTP IE TYPE NUMBER]: Invalid Length Received Length: Length Received,Minimum Expected Length: Expected Length
- %FTD-5-331002: Dynamic DNS type RR for ('fqdn_name' - ip_address | ip_address - 'fqdn_name') successfully updated in DNS server dns_server_ip
- %FTD-5-332003: Web Cache IP_address/service_ID acquired
- %FTD-5-333002: Timeout waiting for EAP response - context:EAP-context

- %FTD-5-333010: EAP-SQ response Validation Flags TLV indicates PV request - context:EAP-context
- %FTD-5-334002: EAPoUDP association successfully established - host-address
- %FTD-5-334003: EAPoUDP association failed to establish - host-address
- %FTD-5-334005: Host put into NAC Hold state - host-address
- %FTD-5-334006: EAPoUDP failed to get a response from host - host-address
- %FTD-5-336010 EIGRP-ddb_name tableid as_id: Neighbor address (%interface) is event_msg: msg
- %FTD-5-402128: CRYPTO: An attempt to allocate a large memory block failed, size: size, limit: limit
- %FTD-5-425005 Interface interface_name become active in redundant interface redundant_interface_name
- %FTD-5-434004: SFR requested ASA to bypass further packet redirection and process flow from %s:%A/%d to %s:%A/%d locally
- %FTD-5-500001: ActiveX content in java script is modified: src src ip dest dest ip on interface interface name
- %FTD-5-500002: Java content in java script is modified: src src ip dest dest ip on interface interface name
- %FTD-5-500003: Bad TCP hdr length (hdrlen=bytes, pktlen=bytes) from source_address/source_port to dest_address/dest_port, flags: tcp_flags, on interface interface_name
- %FTD-5-501101: User transitioning priv level
- %FTD-5-502101: New user added to local dbase: Uname: user Priv: privilege_level Encpass: string
- %FTD-5-502102: User deleted from local dbase: Uname: user Priv: privilege_level Encpass: string
- %FTD-5-502103: User priv level changed: Uname: user From: privilege_level To: privilege_level
- %FTD-5-502111: New group policy added: name: policy_name Type: policy_type
- %FTD-5-502112: Group policy deleted: name: policy_name Type: policy_type
- %FTD-5-503001: Process number, Nbr IP_address on interface_name from string to string, reason
- %threat defense-5-503002: The last key has expired for interface *nameif*, packets sent using last valid key.
- %threat defense-5-503003: Packet *sent* | *received* on interface *nameif* with expired Key ID *key-id*.
- %threat defense-5-503004: Key ID *key-id* in key chain *key-chain-name* does not have a key.
- threat defense-5-503005: Key ID *key-id* in key chain *key-chain-name* does not have a cryptographic algorithm.
- %FTD-5-504001: Security context context_name was added to the system
- %FTD-5-504002: Security context context_name was removed from the system
- %FTD-5-505001: Module module_id is shutting down. Please wait...
- %FTD-5-505002: Module ips is reloading. Please wait...
- %FTD-5-505003: Module module_id is resetting. Please wait...

- %FTD-5-505004: Module module_id shutdown is complete.
- %FTD-5-505005: Module module_name is initializing control communication. Please wait...
- %FTD-5-505006: Module module_id is Up.
- %FTD-5-505007: Module module_id is recovering. Please wait...
- %FTD-5-505008: Module module_id software is being updated to vnewver (currently vver)
- %FTD-5-505009: Module module_id software was updated to vnewver (previously vver)
- %FTD-5-505010: Module in slot slot removed.
- %FTD-5-505012: Module module_id, application stopped application, version version
- %FTD-5-505013: Module module_id application changed from: application version version to: newapplication version newversion.
- %FTD-5-506001: event_source_string event_string
- %FTD-5-507001: Terminating TCP-Proxy connection from interface_inside:source_address/source_port to interface_outside:dest_address/dest_port - reassembly limit of limit bytes exceeded
- %FTD-5-509001: Connection attempt from src_intf:src_ip/src_port [([idfw_user | FQDN_string], sg_info)] to dst_intf:dst_ip/dst_port [([idfw_user | FQDN_string], sg_info)] was prevented by "no forward" command.
- %FTD-5-503101: Process %d, Nbr %i on %s from %s to %s, %s
- %FTD-5-611104: Serial console idle timeout exceeded
- %FTD-5-612001: Auto Update succeeded:filename, version:number
- %FTD-5-711005: Traceback: call_stack
- %FTD-5-713006: Failed to obtain state for message Id message_number, Peer Address: IP_address
- %FTD-5-713010: IKE area: failed to find centry for message Id message_number
- %FTD-5-713041: IKE Initiator: new or rekey Phase 1 or 2, Intf interface_number, IKE Peer IP_address local Proxy Address IP_address, remote Proxy Address IP_address, Crypto map (crypto map tag)
- %FTD-5-713049: Security negotiation complete for tunnel_type type (group_name) Initiator/Responder, Inbound SPI = SPI, Outbound SPI = SPI
- %FTD-5-713050: Connection terminated for peer IP_address. Reason: termination reason Remote Proxy IP_address, Local Proxy IP_address
- %FTD-5-713068: Received non-routine Notify message: notify_type (notify_value)
- %FTD-5-713073: Responder forcing change of Phase 1/Phase 2 rekeying duration from larger_value to smaller_value seconds
- %FTD-5-713074: Responder forcing change of IPSec rekeying duration from larger_value to smaller_value Kbs
- %FTD-5-713075: Overriding Initiator's IPSec rekeying duration from larger_value to smaller_value seconds
- %FTD-5-713076: Overriding Initiator's IPSec rekeying duration from larger_value to smaller_value Kbs

- %FTD-5-713092: Failure during phase 1 rekeying attempt due to collision
- %FTD-5-713115: Client rejected NAT enabled IPSec request, falling back to standard IPSec
- %FTD-5-713119: Group group IP ip PHASE 1 COMPLETED
- %FTD-5-713120: PHASE 2 COMPLETED (msgid=msg_id)
- %FTD-5-713130: Received unsupported transaction mode attribute: attribute id
- %FTD-5-713131: Received unknown transaction mode attribute: attribute_id
- %FTD-5-713135: message received, redirecting tunnel to IP_address.
- %FTD-5-713136: IKE session establishment timed out [IKE_state_name], aborting!
- %FTD-5-713137: Reaper overriding refCnt [ref_count] and tunnelCnt [tunnel_count] -- deleting SA!
- %FTD-5-713139: group_name not found, using BASE GROUP default preshared key
- %FTD-5-713144: Ignoring received malformed firewall record; reason - error_reason TLV type attribute_value correction
- %FTD-5-713148: Terminating tunnel to Hardware Client in network extension mode, unable to delete static route for address: IP_address, mask: netmask
- %FTD-5-713155: DNS lookup for Primary VPN Server [server_name] successfully resolved after a previous failure. Resetting any Backup Server init.
- %FTD-5-713156: Initializing Backup Server [server_name or IP_address]
- %FTD-5-713158: Client rejected NAT enabled IPSec Over UDP request, falling back to IPSec Over TCP
- %FTD-5-713178: IKE Initiator received a packet from its peer without a Responder cookie
- %FTD-5-713179: IKE AM Initiator received a packet from its peer without a payload_type payload
- %FTD-5-713196: Remote L2L Peer IP_address initiated a tunnel with same outer and inner addresses. Peer could be Originate Only - Possible misconfiguration!
- %FTD-5-713197: The configured Confidence Interval of number seconds is invalid for this tunnel_type connection. Enforcing the second default.
- %FTD-5-713199: Reaper corrected an SA that has not decremented the concurrent IKE negotiations counter (counter_value)!
- %FTD-5-713201: Duplicate Phase Phase packet detected. Action
- %FTD-5-713216: Rule: action [Client type]: version Client: type version allowed/ not allowed
- %FTD-5-713229: Auto Update - Notification to client client_ip of update string: message_string.
- %FTD-5-713237: ACL update (access_list) received during re-key re-authentication will not be applied to the tunnel.
- %FTD-5-713248: META-DATA Rekey initiation is being disabled during CRACK authentication.
- %FTD-5-713250: META-DATA Received unknown Internal Address attribute: attribute

- %FTD-5-713252: Group = group, Username = user, IP = ip, Integrity Firewall Server is not available. VPN Tunnel creation rejected for client.
- %FTD-5-713253: Group = group, Username = user, IP = ip, Integrity Firewall Server is not available. Entering ALLOW mode. VPN Tunnel created for client.
- %FTD-5-713257: Phase *var1* failure: Mismatched attribute types for class *var2* : Rcv'd: *var3* Cfg'd: *var4*
- %FTD-5-713259: Group = groupname, Username = username, IP = peerIP, Session is being torn down. Reason: reason
- %FTD-5-713904: Descriptive_event_string.
- %FTD-5-716053: SAML Server added: name: name Type: SP
- %FTD-5-716054: SAML Server deleted: name: name Type: SP
- %FTD-5-717013: Removing a cached CRL to accommodate an incoming CRL. Issuer: issuer
- %FTD-5-717014: Unable to cache a CRL received from CDP due to size limitations (CRL size = size, available cache space = space)
- %FTD-5-717050: SCEP Proxy: Processed request type type from IP client ip address, User username, TunnelGroup tunnel_group name, GroupPolicy group-policy name to CA IP ca ip address
- %FTD-5-717053: Group group name User user name IP IP Address Periodic certificate authentication succeeded. Subject Name id subject name Issuer Name id issuer name Serial Number id serial number
- %FTD-5-717061: Starting protocol certificate enrollment for the trustpoint tpname with the CA ca_name. Request Type type Mode mode
- %FTD-5-717062: protocol Certificate enrollment succeeded for the trustpoint tpname with the CA ca. Received a new certificate with Subject Name subject Issuer Name issuer Serial Number serial
- %FTD-5-717064: Keypair keyname in the trustpoint tpname is regenerated for mode protocol certificate renewal
- %FTD-5-718002: Create peer IP_address failure, already at maximum of number_of_peers
- %FTD-5-718005: Fail to send to IP_address, port port
- %FTD-5-718006: Invalid load balancing state transition [cur=state_number][event=event_number]
- %FTD-5-718007: Socket open failure failure_code
- %FTD-5-718008: Socket bind failure failure_code
- %FTD-5-718009: Send HELLO response failure to IP_address
- %FTD-5-718010: Sent HELLO response to IP_address
- %FTD-5-718011: Send HELLO request failure to IP_address
- %FTD-5-718012: Sent HELLO request to IP_address
- %FTD-5-718014: Master peer IP_address is not answering HELLO
- %FTD-5-718015: Received HELLO request from IP_address
- %FTD-5-718016: Received HELLO response from IP_address

- %FTD-5-718024: Send CFG UPDATE failure to IP_address
- %FTD-5-718028: Send OOS indicator failure to IP_address
- %FTD-5-718031: Received OOS obituary for IP_address
- %FTD-5-718032: Received OOS indicator from IP_address
- %FTD-5-718033: Send TOPOLOGY indicator failure to IP_address
- %FTD-5-718042: Unable to ARP for IP_address
- %FTD-5-718043: Updating/removing duplicate peer entry IP_address
- %FTD-5-718044: Deleted peer IP_address
- %FTD-5-718045: Created peer IP_address
- %FTD-5-718048: Create of secure tunnel failure for peer IP_address
- %FTD-5-718050: Delete of secure tunnel failure for peer IP_address
- %FTD-5-718052: Received GRAT-ARP from duplicate master MAC_address
- %FTD-5-718053: Detected duplicate master, mastership stolen MAC_address
- %FTD-5-718054: Detected duplicate master MAC_address and going to SLAVE
- %FTD-5-718055: Detected duplicate master MAC_address and staying MASTER
- %FTD-5-718057: Queue send failure from ISR, msg type failure_code
- %FTD-5-718060: Inbound socket select fail: context=context_ID.
- %FTD-5-718061: Inbound socket read fail: context=context_ID.
- %FTD-5-718062: Inbound thread is awake (context=context_ID).
- %FTD-5-718063: Interface interface_name is down.
- %FTD-5-718064: Admin. interface interface_name is down.
- %FTD-5-718065: Cannot continue to run (public=up/down, private=up/down, enable=LB_state, master=IP_address, session=Enable/Disable).
- %FTD-5-718066: Cannot add secondary address to interface interface_name, ip IP_address.
- %FTD-5-718067: Cannot delete secondary address to interface interface_name, ip IP_address.
- %FTD-5-718068: Start VPN Load Balancing in context context_ID.
- %FTD-5-718069: Stop VPN Load Balancing in context context_ID.
- %FTD-5-718070: Reset VPN Load Balancing in context context_ID.
- %FTD-5-718071: Terminate VPN Load Balancing in context context_ID.
- %FTD-5-718072: Becoming master of Load Balancing in context context_ID.
- %FTD-5-718073: Becoming slave of Load Balancing in context context_ID.
- %FTD-5-718074: Fail to create access list for peer context_ID.

- %FTD-5-718075: Peer IP_address access list not set.
- %FTD-5-718076: Fail to create tunnel group for peer IP_address.
- %FTD-5-718077: Fail to delete tunnel group for peer IP_address.
- %FTD-5-718078: Fail to create crypto map for peer IP_address.
- %FTD-5-718079: Fail to delete crypto map for peer IP_address.
- %FTD-5-718080: Fail to create crypto policy for peer IP_address.
- %FTD-5-718081: Fail to delete crypto policy for peer IP_address.
- %FTD-5-718082: Fail to create crypto ipsec for peer IP_address.
- %FTD-5-718083: Fail to delete crypto ipsec for peer IP_address.
- %FTD-5-718084: Public/cluster IP not on the same subnet: public IP_address, mask netmask, cluster IP_address
- %FTD-5-718085: Interface interface_name has no IP address defined.
- %FTD-5-718086: Fail to install LB NP rules: type rule_type, dst interface_name, port port.
- %FTD-5-718087: Fail to delete LB NP rules: type rule_type, rule rule_ID.
- %FTD-5-719014: Email Proxy is changing listen port from old_port to new_port for mail protocol protocol.
- %FTD-5-720016: (VPN-unit) Failed to initialize default timer #index.
- %FTD-5-720017: (VPN-unit) Failed to update LB runtime data
- %FTD-5-720018: (VPN-unit) Failed to get a buffer from the underlying core high availability subsystem. Error code code.
- %FTD-5-720019: (VPN-unit) Failed to update cTCP statistics.
- %FTD-5-720020: (VPN-unit) Failed to send type timer message.
- %FTD-5-720021: (VPN-unit) HA non-block send failed for peer msg message_number. HA error code.
- %FTD-5-720035: (VPN-unit) Fail to look up CTCP flow handle
- %FTD-5-720036: (VPN-unit) Failed to process state update message from the active peer.
- %FTD-5-720071: (VPN-unit) Failed to update cTCP dynamic data.
- %FTD-5-720072: Timeout waiting for Integrity Firewall Server [interface,ip] to become available.
- %FTD-5-722037: Group group User user-name IP IP_address SVC closing connection: reason.
- %FTD-5-722038: Group group-name User user-name IP IP_address SVC terminating session: reason.
- %FTD-5-722005: Group group User user-name IP IP_address Unable to update session information for SVC connection.
- %FTD-5-722006: Group group User user-name IP IP_address Invalid address IP_address assigned to SVC connection.

- %FTD-5-722010: Group group User user-name IP IP_address SVC Message: type-num/NOTICE: message
- %FTD-5-722011: Group group User user-name IP IP_address SVC Message: type-num/NOTICE: message
- %FTD-5-722012: Group group User user-name IP IP_address SVC Message: type-num/INFO: message
- %FTD-5-722028: Group group User user-name IP IP_address Stale SVC connection closed.
- %FTD-5-722032: Group group User user-name IP IP_address New SVC connection replacing old connection.
- %FTD-5-722033: Group group User user-name IP IP_address First SVC connection established for SVC session.
- %FTD-5-722034: Group group User user-name IP IP_address New SVC connection, no existing connection.
- %FTD-5-722037: Group group User user-name IP IP_address SVC closing connection: reason.
- %FTD-5-722038: Group group-name User user-name IP IP_address SVC terminating session: reason.
- %FTD-5-722043: Group group User user IP ip DTLS disabled: unable to negotiate cipher.
- %FTD-5-722044: Group group User user IP ip Unable to request ver address for SSL tunnel.
- %FTD-5-734002: DAP: User user, Addr ipaddr: Connection terminated by the following DAP records: DAP record names
- %FTD-5-737003: IPAA: DHCP configured, no viable servers found for tunnel-group 'tunnel-group'
- %FTD-5-737004: IPAA: DHCP configured, request failed for tunnel-group 'tunnel-group'
- %FTD-5-737007: IPAA: Local pool request failed for tunnel-group 'tunnel-group'
- %FTD-5-737008: IPAA: 'tunnel-group' not found
- %FTD-5-737011: IPAA: AAA assigned address ip-address, not permitted, retrying
- %FTD-5-737018: IPAA: DHCP request attempt num failed
- %FTD-5-737021: IPAA: Address from local pool (ip-address) duplicates address from DHCP
- %FTD-5-737022: IPAA: Address from local pool (ip-address) duplicates address from AAA
- %FTD-5-737023: IPAA: Unable to allocate memory to store local pool address ip-address
- %FTD-5-737024: IPAA: Local pool assignment failed for suggested IP ip-address, retrying
- %FTD-5-737025: IPAA: Not releasing local pool ip-address, due to local pool duplicate issue
- %FTD-5-737034: IPAA: Session=<session>, <IP version> address: <explanation>
- %FTD-5-737204: VPNFIP: Pool=pool, NOTIFY: message
- %FTD-5-737405: POOLIP: Pool=pool, NOTIFY: message
- %FTD-5-746014: user-identity: [FQDN] fqdn address IP Address obsolete.
- %FTD-5-746015: user-identity: [FQDN] fqdn resolved IP address.

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-5-747002: Clustering: Recovered from state machine dropped event (event-id, ptr-in-hex, ptr-in-hex). Intended state: state-name. Current state: state-name.
- %FTD-5-747003: Clustering: Recovered from state machine failure to process event (event-id, ptr-in-hex, ptr-in-hex) at state state-name.
- %FTD-5-747007: Clustering: Recovered from finding stray config sync thread, stack ptr-in-hex, ptr-in-hex, ptr-in-hex, ptr-in-hex, ptr-in-hex, ptr-in-hex.
- %FTD-5-748001: Module *slot_number* in chassis *chassis_number* is leaving the cluster due to a chassis configuration change
- %FTD-5-748004: Module *slot_number* in chassis *chassis_number* is re-joining the cluster due to a chassis health check recovery
- %FTD-5-750001: Local:local IP:local port Remote:remote IP: remote port Username: username Received request to request an IPsec tunnel; local traffic selector = local selectors: range, protocol, port range; remote traffic selector = remote selectors: range, protocol, port range
- %FTD-5-750002: Local:local IP:local port Remote: remote IP: remote port Username: username Received a IKE_INIT_SA request
- %FTD-5-750004: Local: local IP: local port Remote: remote IP: remote port Username: username Sending COOKIE challenge to throttle possible DoS
- %FTD-5-750005: Local: local IP: local port Remote: remote IP: remote port Username: username IPsec rekey collision detected. I am lowest nonce initiator, deleting SA with inbound SPI SPI
- %FTD-5-750006: Local: local IP: local port Remote: remote IP: remote port Username: username SA UP. Reason: reason
- %FTD-5-750007: Local: local IP: local port Remote: remote IP: remote port Username: username SA DOWN. Reason: reason
- %FTD-5-750008: Local: local IP: local port Remote: remote IP: remote port Username: username SA rejected due to system resource low
- %FTD-5-750009: Local: local IP: local port Remote: remote IP: remote port Username: username SA request rejected due to CAC limit reached: Rejection reason: reason
- %FTD-5-750010: Local: local-ip Remote: remote-ip Username:username IKEv2 local throttle-request queue depth threshold of threshold reached; increase the window size on peer peer for better performance
- %FTD-5-750013 - IKEv2 SA (iSPI <ISPI> rRSP <rSPI>) Peer Moved: Previous <prev_remote_ip>:<prev_remote_port>/<prev_local_ip>:<prev_local_port>. Updated <new_remote_ip>:<new_remote_port>/<new_local_ip>:<new_local_port>
- %FTD-5-751007: Local: localIP:port Remote:remoteIP:port Username: username/group Configured attribute not supported for IKEv2. Attribute: attribute
- %FTD-5-751025: Local: local IP:local port Remote: remote IP:remote port Username:username Group:group-policy IPv4 Address=assigned_IPv4_addr IPv6 address=assigned_IPv6_addr assigned to session.
- %FTD-5-752003: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv2. Map Tag = mapTag. Map Sequence Number = mapSeq.

- %FTD-5-752004: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv1. Map Tag = mapTag. Map Sequence Number = mapSeq.
- %FTD-5-752016: IKEv protocol was successful at setting up a tunnel. Map Tag = mapTag. Map Sequence Number = mapSeq.
- %FTD-5-769001: UPDATE: ASA image src was added to system boot list
- %FTD-5-769002: UPDATE: ASA image src was copied to dest
- %FTD-5-769003: UPDATE: ASA image src was renamed to dest
- %FTD-5-769004: UPDATE: ASA image src_file failed verification, reason: failure_reason
- %FTD-5-769005: UPDATE: ASA image image_name passed image verification
- %FTD-5-776252: CTS SGT-MAP: CTS SGT-MAP: Binding binding IP - SGname (SGT) from source name deleted from binding manager.
- %FTD-5-8300006: Cluster topology change detected. VPN session redistribution aborted.

Informational Messages, Severity 6

The following messages appear at severity 6, informational:

- %FTD-6-106012: Deny IP from IP_address to IP_address, IP options hex.
- %FTD-6-106015: Deny TCP (no connection) from IP_address/port to IP_address/port flags tcp_flags on interface interface_name.
- %FTD-6-106100: access-list acl_ID {permitted | denied | est-allowed} protocol interface_name/source_address(source_port)(idfw_user, sg_info) interface_name/dest_address(dest_port)(idfw_user, sg_info) hit-cnt number ({first hit | number-second interval})
- %FTD-6-106102: access-list acl_ID {permitted | denied} protocol for user username interface_name/source_address source_port interface_name/dest_address dest_port hit-cnt number {first hit | number-second interval} hash codes
- %FTD-6-109036: Exceeded 1000 attribute values for the attribute name attribute for user username.
- %FTD-6-109100: Received CoA update from *coa-source-ip* for user *username* , with session ID: *audit-session-id* , changing authorization attributes
- %FTD-6-109101: Received CoA disconnect request from *coa-source-ip* for user *username* , with audit-session-id: *audit-session-id*
- %FTD-6-109202: UAUTH Session *session*, User *username*, Assigned IP *IP Address*, Succeeded incrementing entry use.
- %FTD-6-110002: Failed to locate egress interface for protocol from src interface:src IP/src port to dest IP/dest port
- %FTD-6-110003: Routing failed to locate next-hop for protocol from src interface:src IP/src port to dest interface:dest IP/dest port
- %FTD-6-110004: Egress interface changed from old_active_ifc to new_active_ifc on ip_protocol connection conn_id for outside_zone/parent_outside_ifc:outside_addr/outside_port

(mapped_addr/mapped_port) to inside_zone/parent_inside_ifc:inside_addr/inside_port (mapped_addr/mapped_port)

- %FTD-6-113003: AAA group policy for user user is being set to policy_name.
- %FTD-6-113004: AAA user aaa_type Successful: server = server_IP_address, User = user
- %FTD-6-113005: AAA user authentication Rejected: reason = string: server = server_IP_address, User = user: user IP = user_ip
- %FTD-6-113006: User user locked out on exceeding number successive failed authentication attempts
- %FTD-6-113007: User user unlocked by administrator
- %FTD-6-113008: AAA transaction status ACCEPT: user = user
- %FTD-6-113009: AAA retrieved default group policy policy for user user
- %FTD-6-113010: AAA challenge received for user user from server server_IP_address
- %FTD-6-113011: AAA retrieved user specific group policy policy for user user
- %FTD-6-113012: AAA user authentication Successful: local database: user = user
- %FTD-6-113013: AAA unable to complete the request Error: reason = reason: user = user
- %FTD-6-113014: AAA authentication server not accessible: server = server_IP_address: user = user
- %FTD-6-113015: AAA user authentication Rejected: reason = reason: local database: user = user: user IP =xxx.xxx.xxx.xxx
- %FTD-6-113016: AAA credentials rejected: reason = reason: server = server_IP_address: user = user: user IP = xxx.xxx.xxx.xxx
- %FTD-6-113017: AAA credentials rejected: reason = reason: local database: user = user: user IP = user_ip=xxx.xxx.xxx.xxx
- %FTD-6-113033: Group group User user IP ipaddr AnyConnect session not allowed. ACL parse error.
- %FTD-6-113037: Reboot pending, new sessions disabled. Denied user login.
- %FTD-6-113039: Group group User user IP ipaddr AnyConnect parent session started.
- %FTD-6-114004: 4GE SSM I/O Initialization start.
- %FTD-6-114005: 4GE SSM I/O Initialization end.
- %FTD-6-199002: startup completed. Beginning operation.
- %FTD-6-199003: Reducing link MTU dec.
- %FTD-6-199005: Startup begin
- %FTD-6-199018: syslog
- %FTD-6-201010: Embryonic connection limit exceeded econns/limit for dir packet from source_address/source_port to dest_address/dest_port on interface interface_name
- %FTD-6-201012: Per-client embryonic connection limit exceeded curr num/limit for [input|output] packet from IP_address/ port to ip/port on interface interface_name

- %FTD-6-210022: LU missed number updates
- %FTD-6-302003: Built H245 connection for foreign_address outside_address/outside_port local_address inside_address/inside_port
- %FTD-6-302004: Pre-allocate H323 UDP backconnection for foreign_address outside_address/outside_port to local_address inside_address/inside_port
- %FTD-6-302010: connections in use, connections most used
- %FTD-6-302012: Pre-allocate H225 Call Signalling Connection for faddr IP_address/port to laddr IP_address
- %FTD-6-302013: Built {inbound|outbound} TCP connection_id for interface:real-address/real-port (mapped-address/mapped-port) [(idfw_user)] to interface:real-address/real-port (mapped-address/mapped-port) [(idfw_user)] [(user)]
- %FTD-6-302014: Teardown TCP connection id for interface:real-address/real-port [(idfw_user)] to interface:real-address/real-port [(idfw_user)] duration hh:mm:ss bytes bytes [reason] [(user)]
- %FTD-6-302015: Built {inbound|outbound} UDP connection number for interface_name:real_address/real_port (mapped_address/mapped_port) [(idfw_user)] to interface_name:real_address/real_port (mapped_address/mapped_port) [(idfw_user)] [(user)]
- %FTD-6-302016: Teardown UDP connection number for interface:real-address/real-port [(idfw_user)] to interface:real-address/real-port [(idfw_user)] duration hh:mm:ss bytes bytes [(user)]
- %FTD-6-302017: Built {inbound|outbound} GRE connection id from interface:real_address (translated_address) [(idfw_user)] to interface:real_address/real_cid (translated_address/translated_cid) [(idfw_user)] [(user)
- %FTD-6-302018: Teardown GRE connection id from interface:real_address (translated_address) [(idfw_user)] to interface:real_address/real_cid (translated_address/translated_cid) [(idfw_user)] duration hh:mm:ss bytes bytes [(user)]
- %FTD-6-302020: Built ICMP connection connection_id from interface:real-address/real-port (mapped-address/mapped-port) [(idfw_user)] to interface:real-address/real-port (mapped-address/mapped-port) [(idfw_user)] [(user)]
- %FTD-6-302021: Teardown ICMP connection connection_id from interface:real-address/real-port (mapped-address/mapped-port) [(idfw_user)] to interface:real-address/real-port (mapped-address/mapped-port) [(idfw_user)] [(user)]
- %FTD-6-302022: Built role stub TCP connection for interface:real-address/real-port (mapped-address/mapped-port) to interface:real-address/real-port (mapped-address/mapped-port)
- %FTD-6-302023: Teardown stub TCP connection for interface:real-address/real-port to interface:real-address/real-port duration hh:mm:ss forwarded bytes bytes reason
- %FTD-6-302024: Built role stub UDP connection for interface:real-address/real-port (mapped-address/mapped-port) to interface:real-address/real-port (mapped-address/mapped-port)
- %FTD-6-302025: Teardown stub UDP connection for interface:real-address/real-port to interface:real-address/real-port duration hh:mm:ss forwarded bytes bytes reason
- %FTD-6-302026: Built role stub ICMP connection for interface:real-address/real-port (mapped-address) to interface:real-address/real-port (mapped-address)

- %FTD-6-302027: Teardown stub ICMP connection for interface:real-address/real-port to interface:real-address/real-port duration hh:mm:ss forwarded bytes bytes reason
- %FTD-6-302033: Pre-allocated H323 GUP Connection for faddr interface:foreign address/foreign-port to laddr interface:local-address/local-port
- %FTD-6-302303: Built TCP state-bypass connection conn_id from initiator_interface:real_ip/real_port(mapped_ip/mapped_port) to responder_interface:real_ip/real_port (mapped_ip/mapped_port)
- %FTD-6-302304: Teardown TCP state-bypass connection conn_id from initiator_interface:ip/port to responder_interface:ip/port duration, bytes, teardown reason.
- %FTD-6-303002: FTP connection from src_ifc:src_ip/src_port to dst_ifc:dst_ip/dst_port, user username action file filename
- %FTD-6-305009: Built {dynamic|static} translation from interface_name [(acl-name)]:real_address [(idfw_user)] to interface_name:mapped_address
- %FTD-6-305010: Teardown {dynamic|static} translation from interface_name:real_address [(idfw_user)] to interface_name:mapped_address duration time
- %FTD-6-305011: Built {dynamic|static} {TCP|UDP|ICMP} translation from interface_name:real_address/real_port [(idfw_user)] to interface_name:mapped_address/mapped_port
- %FTD-6-305012: Teardown {dynamic|static} {TCP|UDP|ICMP} translation from interface_name [(acl-name)]:real_address/{real_port|real_ICMP_ID} [(idfw_user)] to interface_name:mapped_address/{mapped_port|mapped_ICMP_ID} duration time
- %FTD-6-305014: Allocated block of ports for translation from real_interface : real_host_ip /real_source_port to real_dest_interface :real_dest_ip /real_dest_port.
- %FTD-6-305015: Released block of ports for translation from real_interface : real_host_ip /real_source_port to real_dest_interface :real_dest_ip /real_dest_port.
- %FTD-6-308001: console enable password incorrect for number tries (from IP_address)
- %FTD-6-311001: LU loading standby start
- %FTD-6-311002: LU loading standby end
- %FTD-6-311003: LU recv thread up
- %FTD-6-311004: LU xmit thread up
- %FTD-6-312001: RIP hdr failed from IP_address: cmd=string, version=number domain=string on interface interface_name
- %FTD-6-314001: Pre-allocated RTSP UDP backconnection for src_intf:src_IP to dst_intf:dst_IP/dst_port.
- %FTD-6-314002: RTSP failed to allocate UDP media connection from src_intf:src_IP to dst_intf:dst_IP/dst_port: reason_string.
- %FTD-6-317007: Added route_type route dest_address netmask via gateway_address [distance/metric] on interface_name route_type
- %FTD-6-317008: Deleted route_type route dest_address netmask via gateway_address [distance/metric] on interface_name route_type

- %ASA-6-317077: Added <protocol_name> route <destination_address/subnet-mask> via <gateway-address> on <inf_name>
- %ASA-6-317078: Deleted <protocol_name> route <destination_address/subnet-mask> via <gateway-address> on <inf_name>
- %FTD-6-321003: Resource var1 log level of var2 reached.
- %FTD-6-321004: Resource var1 rate log level of var2 reached
- %FTD-6-322004: No management IP address configured for transparent firewall. Dropping protocol protocol packet from interface_in:source_address/source_port to interface_out:dest_address/dest_port
- %FTD-6-333001: EAP association initiated - context:EAP-context
- %FTD-6-333003: EAP association terminated - context:EAP-context
- %FTD-6-333009: EAP-SQ response MAC TLV is invalid - context:EAP-context
- %FTD-6-334001: EAPoUDP association initiated - host-address
- %FTD-6-334004: Authentication request for NAC Clientless host - host-address
- %FTD-6-334007: EAPoUDP association terminated - host-address
- %FTD-6-334008: NAC EAP association initiated - host-address, EAP context:EAP-context
- %FTD-6-334009: Audit request for NAC Clientless host - Assigned_IP.
- %FTD-6-336011: event event
- %FTD-6-337000: Created BFD session with local discriminator id on real_interface with neighbor real_host_ip.
- %FTD-6-337001: Terminated BFD session with local discriminator id on real_interface with neighbor real_host_ip due to failure_reason.
- %FTD-6-340002: Loopback-proxy info: error_string context id context_id, context type = version/request_type/address_type client socket (internal)= client_address_internal/client_port_internal server socket (internal)= server_address_internal/server_port_internal server socket (external)= server_address_external/server_port_external remote socket (external)= remote_address_external/remote_port_external
- %FTD-6-341001: Policy Agent started successfully for VNMC vnmc_ip_addr
- %FTD-6-341002: Policy Agent stopped successfully for VNMC vnmc_ip_add
- %FTD-6-341010: Storage device with serial number ser_no [inserted into | removed from] bay bay_no
- %FTD-6-402129: CRYPTO: An attempt to release a DMA memory block failed, location: address
- %FTD-6-402130: CRYPTO: Received an ESP packet (SPI = xxxxxxxxxx, sequence number= xxxx) from 172.16.0.1 (user= user) to 192.168.0.4 with incorrect IPsec padding
- %FTD-6-403500: PPPoE - Service name 'any' not received in PADO. Intf:interface_name AC:ac_name.
- %FTD-6-419004: TCP connection <ID> from <src_ifc>:<src_ip>/<src_port> to <dst_ifc>:<dst_ip>/<dst_port> is probed by DCD

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-6-419005: TCP connection <ID> from <src_ifc>:<src_ip>/<src_port> to <dst_ifc>:<dst_ip>/<dst_port> duration <hh:mm:ss> data <bytes>, is kept open by DCD as valid connection
- %FTD-6-419006: Teardown TCP connection <ID> from <src_ifc>:<src_ip>/<src_port> to <dst_ifc>:<dst_ip>/<dst_port> duration<hh:mm:ss> data <bytes>, DCD probe was not responded from <client/server> interface <ifc_name>
- %FTD-6-421006: There are number users of application accounted during the past 24 hours.
- %FTD-6-425001 Redundant interface redundant_interface_name created.
- %FTD-6-425002 Redundant interface redundant_interface_name removed.
- %FTD-6-425003 Interface interface_name added into redundant interface redundant_interface_name.
- %FTD-6-425004 Interface interface_name removed from redundant interface redundant_interface_name.
- %FTD-6-426001: PORT-CHANNEL:Interface ifc_name bundled into EtherChannel interface Port-channel num
- %FTD-6-426002: PORT-CHANNEL:Interface ifc_name unbundled from EtherChannel interface Port-channel num
- %FTD-6-426003: PORT-CHANNEL:Interface ifc_name1 has become standby in EtherChannel interface Port-channel num
- %FTD-6-426101: PORT-CHANNEL:Interface ifc_name is allowed to bundle into EtherChannel interface port-channel id by CLACP
- %FTD-6-426102: PORT-CHANNEL:Interface ifc_name is moved to standby in EtherChannel interface port-channel id by CLACP
- %FTD-6-426103: PORT-CHANNEL:Interface ifc_name is selected to move from standby to bundle in EtherChannel interface port-channel id by CLACP
- %FTD-6-426104: PORT-CHANNEL:Interface ifc_name is unselected in EtherChannel interface port-channel id by CLACP
- %FTD-6-430001: *Intrusion event syslog*. For detailed information on the fields, see Security Event Syslog Message IDs, on page 1.
- %FTD-6-430002: *Connection event logged at beginning of connection syslog*. For detailed information on the fields, see Security Event Syslog Message IDs, on page 1.
- %FTD-6-430003: *Connection event logged at end of connection syslog*. For detailed information on the fields, see Security Event Syslog Message IDs, on page 1.
- %FTD-6-430004: *File events syslog*. For detailed information on the fields, see Security Event Syslog Message IDs, on page 1.
- %FTD-6-430005: *File malware events syslog*. For detailed information on the fields, see Security Event Syslog Message IDs, on page 1.
- %FTD-6-430006: *File events from AMP for endpoints syslog*.
- %FTD-6-602101: PMTU-D packet number bytes greater than effective mtu number dest_addr=dest_address, src_addr=source_address, prot=protocol

- %FTD-6-602103: IPSEC: Received an ICMP Destination Unreachable from src_addr with suggested PMTU of rcvd_mtu; PMTU updated for SA with peer peer_addr, SPI spi, tunnel name username, old PMTU old_mtu, new PMTU new_mtu.
- %FTD-6-602104: IPSEC: Received an ICMP Destination Unreachable from src_addr, PMTU is unchanged because suggested PMTU of rcvd_mtu is equal to or greater than the current PMTU of curr_mtu, for SA with peer peer_addr, SPI spi, tunnel name username.
- %FTD-6-602303: IPSEC: An direction tunnel_type SA (SPI=spi) between local_IP and remote_IP (username) has been created.
- %FTD-6-602304: IPSEC: An direction tunnel_type SA (SPI=spi) between local_IP and remote_IP (username) has been deleted.
- %FTD-6-604101: DHCP client interface interface_name: Allocated ip = IP_address, mask = netmask, gw = gateway_address
- %FTD-6-604102: DHCP client interface interface_name: address released
- %FTD-6-604103: DHCP daemon interface interface_name: address granted MAC_address (IP_address)
- %FTD-6-604104: DHCP daemon interface interface_name: address released build_name (IP_address)
- %FTD-6-605004: Login denied from source-address/source-port to interface:destination/service for user “username”
- %FTD-6-605005: Login permitted from source-address/source-port to interface:destination/service for user “username”
- %FTD-6-607001: Pre-allocate SIP connection_type secondary channel for interface_name:IP_address/port to interface_name:IP_address from string message
- %FTD-6-607003: action_class: Received SIP req_resp req_resp_info from src_ifc:sip/sport to dest_ifc:dip/dport; further_info
- %FTD-6-608001: Pre-allocate Skinny connection_type secondary channel for interface_name:IP_address to interface_name:IP_address from string message
- %FTD-6-610101: Authorization failed: Cmd: command Cmdtype: command_modifier
- %FTD-6-611301: VPN Client: NAT configured for Client Mode with no split tunneling: NAT address: mapped_address
- %FTD-6-611302: VPN Client: NAT exemption configured for Network Extension Mode with no split tunneling
- %FTD-6-611303: VPN Client: NAT configured for Client Mode with split tunneling: NAT address: mapped_address Split Tunnel Networks: IP_address/netmask IP_address/netmask
- %FTD-6-611304: VPN Client: NAT exemption configured for Network Extension Mode with split tunneling: Split Tunnel Networks: IP_address/netmask IP_address/netmask
- %FTD-6-611305: VPN Client: DHCP Policy installed: Primary DNS: IP_address Secondary DNS: IP_address Primary WINS: IP_address Secondary WINS: IP_address
- %FTD-6-611306: VPN Client: Perfect Forward Secrecy Policy installed
- %FTD-6-611307: VPN Client: Head end: IP_address
- %FTD-6-611308: VPN Client: Split DNS Policy installed: List of domains: string string

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-6-611309: VPN Client: Disconnecting from head end and uninstalling previously downloaded policy: Head End: IP_address
- %FTD-6-611310: VNP Client: XAUTH Succeeded: Peer: IP_address
- %FTD-6-611311: VNP Client: XAUTH Failed: Peer: IP_address
- %FTD-6-611312: VPN Client: Backup Server List: reason
- %FTD-6-611314: VPN Client: Load Balancing Cluster with Virtual IP: IP_address has redirected the to server IP_address
- %FTD-6-611315: VPN Client: Disconnecting from Load Balancing Cluster member IP_address
- %FTD-6-611316: VPN Client: Secure Unit Authentication Enabled
- %FTD-6-611317: VPN Client: Secure Unit Authentication Disabled
- %FTD-6-611318: VPN Client: User Authentication Enabled: Auth Server IP: IP_address Auth Server Port: port Idle Timeout: time
- %FTD-6-611319: VPN Client: User Authentication Disabled
- %FTD-6-611320: VPN Client: Device Pass Thru Enabled
- %FTD-6-611321: VPN Client: Device Pass Thru Disabled
- %FTD-6-611322: VPN Client: Extended XAUTH conversation initiated when SUA disabled
- %FTD-6-611323: VPN Client: Duplicate split nw entry
- %FTD-6-613001: Checksum Failure in database in area string Link State Id IP_address Old Checksum number New Checksum number
- %FTD-6-613002: interface interface_name has zero bandwidth
- %FTD-6-613003: IP_address netmask changed from area string to area string
- %FTD-6-613014: Base topology enabled on interface string attached to MTR compatible mode area string
- %FTD-6-613027: OSPF process number removed from interface interface_name
- %FTD-6-613028: Unrecognized virtual interface intetface_name. Treat it as loopback stub route
- %FTD-6-613041: OSPF-100 Areav string: LSA ID IP_address, Type number, Adv-rtr IP_address, LSA counter DoNotAge
- %FTD-6-613043:
- %FTD-6-613101: Checksum Failure in database in area %s\n Link State Id %i Old Checksum %#x New Checksum %#x\n
- %FTD-6-613102: interface %s has zero bandwidth
- %FTD-6-613103: %i%m changed from area %AREA_ID_STR to area %AREA_ID_STR
- %FTD-6-613104: Unrecognized virtual interface %IF_NAME.
- %FTD-6-614001: Split DNS: request patched from server: IP_address to server: IP_address

- %FTD-6-614002: Split DNS: reply from server: IP_address reverse patched back to original server: IP_address
- %FTD-6-615001: vlan number not available for firewall interface
- %FTD-6-615002: vlan number available for firewall interface
- %FTD-6-621001: Interface interface_name does not support multicast, not enabled
- %FTD-6-621002: Interface interface_name does not support multicast, not enabled
- %FTD-6-621003: The event queue size has exceeded number
- %FTD-6-621006: Mrib disconnected, (IP_address, IP_address) event cancelled
- %FTD-6-621007: Bad register from interface_name:IP_address to IP_address for (IP_address, IP_address)
- %FTD-6-622001: string tracked route network mask address, distance number, table string, on interface interface-name
- %FTD-6-622101: Starting regex table compilation for match_command; table entries = regex_num entries
- %FTD-6-622102: Completed regex table compilation for match_command; table size = num bytes
- %FTD-6-634001: DAP: User user, Addr ipaddr, Connection connection; The following DAP records were selected for this connection: DAP Record names
- %FTD-6-709009: (unit-role) Configuration on Active and Standby is matching. No config sync. Time elapsed <time-elapsed> ms
- %FTD-6-709010: Configuration between units doesn't match. Going for config sync (%d). Time elapsed <time-elapsed> ms.
- %FTD-6-709011: Total time to sync the config *time* ms.
- %FTD-6-709012: Skip configuration replication from mate as configuration on Active and Standby is matching.
- %FTD-6-713128: Connection attempt to VCPIP redirected to VCA peer IP_address via load balancing
- %FTD-6-713145: Detected Hardware Client in network extension mode, adding static route for address: IP_address, mask: netmask
- %FTD-6-713147: Terminating tunnel to Hardware Client in network extension mode, deleting static route for address: IP_address, mask: netmask
- %FTD-6-713172: Automatic NAT Detection Status: Remote end is|is not behind a NAT device This end is|is_not behind a NAT device
- %FTD-6-713177: Received remote Proxy Host FQDN in ID Payload: Host Name: host_name Address IP_address, Protocol protocol, Port port
- %FTD-6-713184: Client Type: Client_type Client Application Version: Application_version_string
- %FTD-6-713202: Duplicate IP_addr packet detected.
- %FTD-6-713213: Deleting static route for L2L peer that came in on a dynamic map. address: IP_address, mask: netmask

- %FTD-6-713215: No match against Client Type and Version rules. Client: type version is/is not allowed by default
- %FTD-6-713219: Queuing KEY-ACQUIRE messages to be processed when P1 SA is complete.
- %FTD-6-713220: De-queuing KEY-ACQUIRE messages that were left pending.
- %FTD-6-713228: Assigned private IP address assigned_private_IP
- %FTD-6-713235: Attempt to send an IKE packet from standby unit. Dropping the packet!
- %FTD-6-713256: IP = peer-IP, Sending spoofed ISAKMP Aggressive Mode message 2 due to receipt of unknown tunnel group. Aborting connection.
- %FTD-6-713265: Adding static route for L2L peer coming in on a dynamic map. address: IP_address, mask: /prefix_len
- %FTD-6-713267: Deleting static route for L2L peer that came in on a dynamic map. address: IP_address, mask: /prefix_len
- %FTD-6-713269: Detected Hardware Client in network extension mode, adding static route for address: IP_address, mask: /prefix_len
- %FTD-6-713271: Terminating tunnel to Hardware Client in network extension mode, deleting static route for address: IP_address, mask: /prefix_len
- %FTD-6-713905: Descriptive_event_string.
- %FTD-6-716001: Group group User user WebVPN session started.
- %FTD-6-716002: Group group User user WebVPN session terminated: reason.
- %FTD-6-716003: Group group User user WebVPN access GRANTED: url
- %FTD-6-716004: Group group User user WebVPN access DENIED to specified location: url
- %FTD-6-716005: Group group User user WebVPN ACL Parse Error: reason
- %FTD-6-716006: Group name User user WebVPN session terminated. Idle timeout.
- %FTD-6-716009: Group group User user WebVPN session not allowed. WebVPN ACL parse error.
- %FTD-6-716038: Authentication: successful, group = name user = user, Session Type: WebVPN
- %FTD-6-716039: Authentication: rejected, group = name user = user, Session Type: %s
- %FTD-6-716040: Reboot pending, new sessions disabled. Denied user login.
- %FTD-6-716041: access-list acl_ID action url url hit_cnt count
- %FTD-6-716042: access-list acl_ID action tcp source_interface/source_address (source_port) - dest_interface/dest_address(dest_port) hit-cnt count
- %FTD-6-716043 Group group-name, User user-name, IP IP_address: WebVPN Port Forwarding Java applet started. Created new hosts file mappings
- %FTD-6-716049: Group group-name User user-name IP IP_address Empty SVC ACL.
- %FTD-6-716050: Error adding to ACL: ace_command_line

- %FTD-6-716051: Group group-name User user-name IP IP_address Error adding dynamic ACL for user.
- %FTD-6-716055: Group group-name User user-name IP IP_address Authentication to SSO server name: name type type succeeded
- %FTD-6-716058: Group group User user IP ip AnyConnect session lost connection. Waiting to resume.
- %FTD-6-716059: Group group User user IP ip AnyConnect session resumed. Connection from ip2
- %FTD-6-716060: Group group User user IP ip Terminated AnyConnect session in inactive state to accept a new connection. License limit reached.
- %FTD-6-717003: Certificate received from Certificate Authority for trustpoint trustpoint_name.
- %FTD-6-717004: PKCS #12 export failed for trustpoint trustpoint_name.
- %FTD-6-717005: PKCS #12 export succeeded for trustpoint trustpoint_name.
- %FTD-6-717006: PKCS #12 import failed for trustpoint trustpoint_name.
- %FTD-6-717007: PKCS #12 import succeeded for trustpoint trustpoint_name.
- %FTD-6-717016: Removing expired CRL from the CRL cache. Issuer: issuer
- %FTD-6-717022: Certificate was successfully validated. certificate_identifiers
- %FTD-6-717028: Certificate chain was successfully validated additional info.
- %FTD-6-717033: OCSP response status - Successful.
- %FTD-6-717056: Attempting type revocation check from Src Interface:Src IP/Src Port to Dst IP/Dst Port using protocol
- %FTD-6-718003: Got unknown peer message message_number from IP_address, local version version_number, remote version version_number
- %FTD-6-718004: Got unknown internal message message_number
- %FTD-6-718013: Peer IP_address is not answering HELLO
- %FTD-6-718027: Received unexpected KEEPALIVE request from IP_address
- %FTD-6-718030: Received planned OOS from IP_address
- %FTD-6-718037: Master processed number_of_timeouts timeouts
- %FTD-6-718038: Slave processed number_of_timeouts timeouts
- %FTD-6-718039: Process dead peer IP_address
- %FTD-6-718040: Timed-out exchange ID exchange_ID not found
- %FTD-6-718051: Deleted secure tunnel to peer IP_address
- %FTD-6-719001: Email Proxy session could not be established: session limit of maximum_sessions has been reached.
- %FTD-6-719003: Email Proxy session pointer resources have been freed for source_address.
- %FTD-6-719004: Email Proxy session pointer has been successfully established for source_address.

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-6-719010: protocol Email Proxy feature is disabled on interface interface_name.
- %FTD-6-719011: Protocol Email Proxy feature is enabled on interface interface_name.
- %FTD-6-719012: Email Proxy server listening on port port for mail protocol protocol.
- %FTD-6-719013: Email Proxy server closing port port for mail protocol protocol.
- %FTD-6-719017: WebVPN user: vpnuser invalid dynamic ACL.
- %FTD-6-719018: WebVPN user: vpnuser ACL ID acl_ID not found
- %FTD-6-719019: WebVPN user: vpnuser authorization failed.
- %FTD-6-719020: WebVPN user vpnuser authorization completed successfully.
- %FTD-6-719021: WebVPN user: vpnuser is not checked against ACL.
- %FTD-6-719022: WebVPN user vpnuser has been authenticated.
- %FTD-6-719023: WebVPN user vpnuser has not been successfully authenticated. Access denied.
- %FTD-6-719024: Email Proxy piggyback auth fail: session = pointer user=vpnuser addr=source_address
- %FTD-6-719025: Email Proxy DNS name resolution failed for hostname.
- %FTD-6-719026: Email Proxy DNS name hostname resolved to IP_address.
- %FTD-6-720002: (VPN-unit) Starting VPN Stateful Failover Subsystem...
- %FTD-6-720003: (VPN-unit) Initialization of VPN Stateful Failover Component completed successfully
- %FTD-6-720004: (VPN-unit) VPN failover main thread started.
- %FTD-6-720005: (VPN-unit) VPN failover timer thread started.
- %FTD-6-720006: (VPN-unit) VPN failover sync thread started.
- %FTD-6-720010: (VPN-unit) VPN failover client is being disabled
- %FTD-6-720012: (VPN-unit) Failed to update IPSec failover runtime data on the standby unit.
- %FTD-6-720014: (VPN-unit) Phase 2 connection entry (msg_id=message_number, my cookie=mine, his cookie=his) contains no SA list.
- %FTD-6-720015: (VPN-unit) Cannot found Phase 1 SA for Phase 2 connection entry (msg_id=message_number, my cookie=mine, his cookie=his).
- %FTD-6-720023: (VPN-unit) HA status callback: Peer is not present.
- %FTD-6-720024: (VPN-unit) HA status callback: Control channel is status.
- %FTD-6-720025: (VPN-unit) HA status callback: Data channel is status.
- %FTD-6-720026: (VPN-unit) HA status callback: Current progression is being aborted.
- %FTD-6-720027: (VPN-unit) HA status callback: My state state.
- %FTD-6-720028: (VPN-unit) HA status callback: Peer state state.
- %FTD-6-720029: (VPN-unit) HA status callback: Start VPN bulk sync state.
- %FTD-6-720030: (VPN-unit) HA status callback: Stop bulk sync state.

- %FTD-6-720032: (VPN-unit) HA status callback: id=ID, seq=sequence_#, grp=group, event=event, op=operand, my=my_state, peer=peer_state.
- %FTD-6-720037: (VPN-unit) HA progression callback: id=id,seq=sequence_number,grp=group,event=event,op=operand, my=my_state,peer=peer_state.
- %FTD-6-720039: (VPN-unit) VPN failover client is transitioning to active state
- %FTD-6-720040: (VPN-unit) VPN failover client is transitioning to standby state.
- %FTD-6-720045: (VPN-unit) Start bulk syncing of state information on standby unit.
- %FTD-6-720046: (VPN-unit) End bulk syncing of state information on standby unit
- %FTD-6-720056: (VPN-unit) VPN Stateful failover Message Thread is being disabled.
- %FTD-6-720057: (VPN-unit) VPN Stateful failover Message Thread is enabled.
- %FTD-6-720058: (VPN-unit) VPN Stateful failover Timer Thread is disabled.
- %FTD-6-720059: (VPN-unit) VPN Stateful failover Timer Thread is enabled.
- %FTD-6-720060: (VPN-unit) VPN Stateful failover Sync Thread is disabled.
- %FTD-6-720061: (VPN-unit) VPN Stateful failover Sync Thread is enabled.
- %FTD-6-720062: (VPN-unit) Active unit started bulk sync of state information to standby unit.
- %FTD-6-720063: (VPN-unit) Active unit completed bulk sync of state information to standby.
- %FTD-6-721001: (device) WebVPN Failover SubSystem started successfully.(device) either WebVPN-primary or WebVPN-secondary.
- %FTD-6-721002: (device) HA status change: event event, my state my_state, peer state peer.
- %FTD-6-721003: (device) HA progression change: event event, my state my_state, peer state peer.
- %FTD-6-721004: (device) Create access list list_name on standby unit.
- %FTD-6-721005: (device) Fail to create access list list_name on standby unit.
- %FTD-6-721006: (device) Update access list list_name on standby unit.
- %FTD-6-721008: (device) Delete access list list_name on standby unit.
- %FTD-6-721009: (device) Fail to delete access list list_name on standby unit.
- %FTD-6-721010: (device) Add access list rule list_name, line line_no on standby unit.
- %FTD-6-721012: (device) Enable APCF XML file file_name on the standby unit.
- %FTD-6-721014: (device) Disable APCF XML file file_name on the standby unit.
- %FTD-6-721016: (device) WebVPN session for client user user_name, IP ip_address has been created.
- %FTD-6-721018: (device) WebVPN session for client user user_name, IP ip_address has been deleted.
- %FTD-6-722013: Group group User user-name IP IP_address SVC Message: type-num/INFO: message
- %FTD-6-722014: Group group User user-name IP IP_address SVC Message: type-num/INFO: message

- %FTD-6-722036: Group group User user-name IP IP_address Transmitting large packet length (threshold num).
- %FTD-6-722051: Group group-policy User username IP public-ip Address assigned-ip assigned to session
- %FTD-6-722053: Group g User u IP ip Unknown client user-agent connection.
- %FTD-6-722055: Group group-policy User username IP public-ip Client Type: user-agent
- %FTD-6-723001: Group group-name, User user-name, IP IP_address: WebVPN Citrix ICA connection connection is up.
- %FTD-6-723002: Group group-name, User user-name, IP IP_address: WebVPN Citrix ICA connection connection is down.
- %FTD-6-725001: Starting SSL handshake with peer-type interface:src-ip/src-port to dst-ip/dst-port for protocol session.
- %FTD-6-725002: Device completed SSL handshake with peer-type interface:src-ip/src-port to dst-ip/dst-port for protocol-version session
- %FTD-6-725003: SSL peer-type interface:src-ip/src-port to dst-ip/dst-port request to resume previous session.
- %FTD-6-725004: Device requesting certificate from SSL peer-type interface:src-ip/src-port to dst-ip/dst-port for authentication.
- %FTD-6-725005: SSL peer-type interface:src-ip/src-port to dst-ip/dst-port requesting our device certificate for authentication.
- %FTD-6-725006: Device failed SSL handshake with peer-type interface:src-ip/src-port to dst-ip/dst-port
- %FTD-6-725007: SSL session with peer-type interface:src-ip/src-port to dst-ip/dst-port terminated.
- %FTD-6-726001: Inspected im_protocol im_service Session between Client im_client_1 and im_client_2 Packet flow from src_ifc:/sip/sport to dest_ifc:/dip/dport Action: action Matched Class class_map_id class_map_name
- %FTD-6-725016: Device selects trust-point <trustpoint> for peer-type interface:src-ip/src-port to dst-ip/dst-port
- %FTD-6-734001: DAP: User user, Addr ipaddr, Connection connection: The following DAP records were selected for this connection: DAP record names
- %FTD-6-737005: IPAA: DHCP configured, request succeeded for tunnel-group 'tunnel-group'
- %FTD-6-737006: IPAA: Local pool request succeeded for tunnel-group 'tunnel-group'
- %FTD-6-737009: IPAA: AAA assigned address ip-address, request failed
- %FTD-6-737010: IPAA: AAA assigned address ip-address, request succeeded
- %FTD-6-737014: IPAA: Freeing AAA address ip-address
- %FTD-6-737015: IPAA: Freeing DHCP address ip-address
- %FTD-6-737016: IPAA: Freeing local pool address ip-address
- %FTD-6-737017: IPAA: DHCP request attempt num succeeded

- %FTD-6-737026: IPAA: Client assigned ip-address from local pool
- %FTD-6-737029: IPAA: Adding ip-address to standby: succeeded
- %FTD-6-737031: IPAA: Removing %m from standby: succeeded
- %FTD-6-737036: IPAA: Session=<session>, Client assigned <address> from DHCP
- %FTD-6-737205: VPNFIP: Pool=pool, INFO: message
- %FTD-6-737406: POOLIP: Pool=pool, INFO: message
- %FTD-6-741000: Coredump filesystem image created on variable 1 -size variable 2 MB
- %FTD-6-741001: Coredump filesystem image on variable 1 - resized from variable 2 MB to variable 3 MB
- %FTD-6-741002: Coredump log and filesystem contents cleared on variable 1
- %FTD-6-741003: Coredump filesystem and its contents removed on variable 1
- %FTD-6-741004: Coredump configuration reset to default values
- %FTD-6-747004: Clustering: state machine changed from state state-name to state-name.
- %FTD-6-747044: Clustering: Configuration Hash string verification <result>.
- %FTD-6-748008: [CPU load *percentage* | memory load *percentage*] of module *slot_number* in chassis *chassis_number* (*member-name*) exceeds overflow protection threshold [CPU *percentage* | memory *percentage*]. System may be oversubscribed on member failure.
- %FTD-6-748009: [CPU load percentage | memory load percentage] of chassis chassis_number exceeds overflow protection threshold [CPU percentage | memory percentage}. System may be oversubscribed on chassis failure.
- %FTD-6-751023: Local a:p Remote: a:p Username:n Unknown client connection
- %FTD-6-751026: Local: localIP:port Remote: remoteIP:port Username: username/group IKEv2 Client OS: client-os Client: client-name client-version
- %FTD-6-767001: Inspect-name: Dropping an unsupported IPv6/IP46/IP64 packet from interface:IP Addr to interface:IP Addr (fail-close)
- %FTD-6-769007: UPDATE: Image version is version_number
- %FTD-6-772005: REAUTH: user username passed authentication
- %FTD-6-776251: CTS SGT-MAP: Binding binding IP - SGname (SGT) from source name added to binding manager.
- %FTD-6-776253: CTS SGT-MAP: Binding binding IP - new SGname (SGT) from new source name changed from old sgt: old SGname (SGT) from old source old source name.
- %FTD-6-778001: VXLAN: Invalid VXLAN segment-id segment-id for protocol from ifc-name:(IP-address/port) to ifc-name:(IP-address/port).
- %FTD-6-778002: VXLAN: There is no VNI interface for segment-id segment-id.
- %FTD-6-778003: VXLAN: Invalid VXLAN segment-id segment-id for protocol from ifc-name:(IP-address/port) to ifc-name:(IP-address/port) in FP.

- %FTD-6-778004: VXLAN: Invalid VXLAN header for protocol from ifc-name:(IP-address/port) to ifc-name:(IP-address/port) in FP.
- %FTD-6-778005: VXLAN: Packet with VXLAN segment-id segment-id from ifc-name is denied by FP L2 check.
- %FTD-6-778006: VXLAN: Invalid VXLAN UDP checksum from ifc-name:(IP-address/port) to ifc-name:(IP-address/port) in FP.
- %FTD-6-778007: VXLAN: Packet from ifc-name:IP-address/port to IP-address/port was discarded due to invalid NVE peer.
- %FTD-6-779001: STS: Out-tag lookup failed for in-tag segment-id of protocol from ifc-name:IP-address/port to IP-address/port.
- %FTD-6-779002: STS: STS and NAT locate different egress interface for segment-id segment-id, protocol from ifc-name:IP-address/port to IP-address/port
- %FTD-6-780001: RULE ENGINE: Started compilation for access-group transaction - description of the transaction
- %FTD-6-780002: RULE ENGINE: Finished compilation for access-group transaction - description of the transaction
- %FTD-6-780003: RULE ENGINE: Started compilation for nat transaction -description of the transaction
- %FTD-6-780004: RULE ENGINE: Finished compilation for nat transaction -description of the transaction
- %FTD-6-802005: IP ip_address Received MDM request details.
- %FTD-6-803001:Bypass is continuing after power up, no protection will be provided by the system for traffic over GigabitEthernet 1/1-1/2
- %FTD-6-803002: No protection will be provided by the system for traffic over GigabitEthernet 1/1-1/2
- %FTD-6-803003: User disabled bypass manually on GigabitEthernet 1/1-1/2
- %FTD-6-804001: Interface GigabitEthernet1/3 1000BaseSX SFP has been inserted
- %FTD-6-804002: Interface GigabitEthernet1/3 SFP has been removed
- %FTD-6-805001: Flow offloaded: connection conn_id outside_ifc:outside_addr/outside_port (mapped_addr/mapped_port) inside_ifc:inside_addr/inside_port (mapped_addr/mapped_port) Protocol
- %FTD-6-805002: Flow is no longer offloaded: connection conn_id outside_ifc:outside_addr/outside_port (mapped_addr/mapped_port) inside_ifc:inside_addr/inside_port (mapped_addr/mapped_port) Protocol
- %FTD-6-805003: Flow could not be offloaded: connection <conn_id> <outside_ifc>:<outside_addr>/<outside_port> (<mapped_addr>/<mapped_port>) < inside_ifc>:<inside_addr>/<inside_port> (<mapped_addr>/<mapped_port>) <Protocol>
- %FTD-6-802005: IP ip_address Received MDM request details.
- %FTD-6-812007: Inline-set hardware-bypass mode configuration *status*
- %FTD-6-852001: Received Lightweight to Full Proxy event from application Snort for TCP flow ip-address/port to ip-address/port
- %FTD-6-852002: Received Full Proxy to Lightweight event from application Snort for TCP flow ip-address/port to ip-address/port

- %FTD-6-880001:<Ingress interface>, for traffic <source ipaddress> to <destination ipaddress>, PBR picked <outside interface 1> as its <metric-type> became better than <outside interface 2>
- %FTD-6-8300001: VPN session redistribution <variable 1>
- %FTD-6-8300002: Moved <variable 1> sessions to <variable 2>
- %FTD-6-8300004: <variable 1> request to move <variable 2> sessions from <variable 3> to <variable 4>

Debugging Messages, Severity 7

The following messages appear at severity 7, debugging:

- %FTD-7-111009: User user executed cmd:string
- %FTD-7-113028: Extraction of username from VPN client certificate has string. [Request num]
- %FTD-7-199019: syslog
- %FTD-7-333004: EAP-SQ response invalid - context:EAP-context
- %FTD-7-333005: EAP-SQ response contains invalid TLV(s) - context:EAP-context
- %FTD-7-333006: EAP-SQ response with missing TLV(s) - context:EAP-context
- %FTD-7-333007: EAP-SQ response TLV has invalid length - context:EAP-context
- %FTD-7-333008: EAP-SQ response has invalid nonce TLV - context:EAP-context
- %FTD-7-609001: Built local-host zone_name/*: ip_address
- %FTD-7-609002: Teardown local-host zone_name/*: ip_address duration time
- %FTD-7-701001: alloc_user() out of Tcp_user objects
- %FTD-7-701002: alloc_user() out of Tcp_proxy objects
- %FTD-7-702307: IPSEC: An direction tunnel_type SA (SPI=spi) between local_IP and remote_IP (username) is rekeying due to data rollover.
- %FTD-7-703001: H.225 message received from interface_name:IP_address/port to interface_name:IP_address/port is using an unsupported version number
- %FTD-7-703002: Received H.225 Release Complete with newConnectionNeeded for interface_name:IP_address to interface_name:IP_address/port
- %FTD-7-703008: Allowing early-message: %s before SETUP from %s:%Q/%d to %s:%Q/%d\n
- %FTD-7-709001: FO replication failed: cmd=command returned=code
- %FTD-7-709002: FO unreplicable: cmd=command
- %FTD-7-710004: TCP connection limit exceeded from Src_ip/Src_port to In_name:Dest_ip/Dest_port (current connections/connection limit = Curr_conn/Conn_lmt)
- %FTD-7-710005: {TCP|UDP} request discarded from source_address/source_port to interface_name:dest_address/service

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-7-710006: protocol request discarded from source_address to interface_name:dest_address
- %FTD-7-710007: NAT-T keepalive received from 86.1.161.1/1028 to outside:86:1.129.1/4500
- %FTD-7-711001: debug_trace_msg
- %FTD-7-711003: Unknown/Invalid interface identifier(vpifnum) detected.
- %FTD-7-711006: CPU profiling has started for n-samples samples. Reason: reason-string.
- %FTD-7-713024: Group group IP ip Received local Proxy Host data in ID Payload: Address IP_address, Protocol protocol, Port port
- %FTD-7-713025: Received remote Proxy Host data in ID Payload: Address IP_address, Protocol protocol, Port port
- %FTD-7-713028: Received local Proxy Range data in ID Payload: Addresses IP_address - IP_address, Protocol protocol, Port port
- %FTD-7-713029: Received remote Proxy Range data in ID Payload: Addresses IP_address - IP_address, Protocol protocol, Port port
- %FTD-7-713034: Received local IP Proxy Subnet data in ID Payload: Address IP_address, Mask netmask, Protocol protocol, Port port
- %FTD-7-713035: Group group IP ip Received remote IP Proxy Subnet data in ID Payload: Address IP_address, Mask netmask, Protocol protocol, Port port
- %FTD-7-713039: Send failure: Bytes (number), Peer: IP_address
- %FTD-7-713040: Could not find connection entry and can not encrypt: msgid message_number
- %FTD-7-713052: User (user) authenticated.
- %FTD-7-713066: IKE Remote Peer configured for SA: SA_name
- %FTD-7-713094: Cert validation failure: handle invalid for Main/Aggressive Mode Initiator/Responder!
- %FTD-7-713099: Tunnel Rejected: Received NONCE length number is out of range!
- %FTD-7-713103: Invalid (NULL) secret key detected while computing hash
- %FTD-7-713104: Attempt to get Phase 1 ID data failed while hash computation
- %FTD-7-713113: Deleting IKE SA with associated IPSec connection entries. IKE peer: IP_address, SA address: internal_SA_address, tunnel count: count
- %FTD-7-713114: Connection entry (conn entry internal address) points to IKE SA (SA_internal_address) for peer IP_address, but cookies don't match
- %FTD-7-713117: Received Invalid SPI notify (SPI SPI_Value)!
- %FTD-7-713121: Keep-alive type for this connection: keepalive_type
- %FTD-7-713143: Processing firewall record. Vendor: vendor(id), Product: product(id), Caps: capability_value, Version Number: version_number, Version String: version_text
- %FTD-7-713160: Remote user (session Id - id) has been granted access by the Firewall Server
- %FTD-7-713164: The Firewall Server has requested a list of active user sessions

- %FTD-7-713169: IKE Received delete for rekeyed SA IKE peer: IP_address, SA address: internal_SA_address, tunnelCnt: tunnel_count
- %FTD-7-713170: Group group IP ip IKE Received delete for rekeyed centry IKE peer: IP_address, centry address: internal_address, msgid: id
- %FTD-7-713171: NAT-Traversal sending NAT-Original-Address payload
- %FTD-7-713187: Tunnel Rejected: IKE peer does not match remote peer as defined in L2L policy IKE peer address: IP_address, Remote peer address: IP_address
- %FTD-7-713190: Got bad refCnt (ref_count_value) assigning IP_address (IP_address)
- %FTD-7-713204: Adding static route for client address: IP_address
- %FTD-7-713221: Static Crypto Map check, checking map = crypto_map_tag, seq = seq_number...
- %FTD-7-713222: Group group Username username IP ip Static Crypto Map check, map = crypto_map_tag, seq = seq_number, ACL does not match proxy IDs src:source_address dst:dest_address
- %FTD-7-713223: Static Crypto Map check, map = crypto_map_tag, seq = seq_number, no ACL configured
- %FTD-7-713224: Static Crypto Map Check by-passed: Crypto map entry incomplete!
- %FTD-7-713225: [IKEv1], Static Crypto Map check, map map_name, seq = sequence_number is a successful match
- %FTD-7-713233: (VPN-unit) Remote network (remote network) validated for network extension mode.
- %FTD-7-713234: (VPN-unit) Remote network (remote network) from network extension mode client mismatches AAA configuration (aaa network).
- %FTD-7-713236: IKE_DECODE tx/rx Message (msgid=msgid) with payloads:payload1 (payload1_len) + payload2 (payload2_len)...total length: tlen
- %FTD-7-713263: Received local IP Proxy Subnet data in ID Payload: Address IP_address, Mask /prefix_len, Protocol protocol, Port port
- %FTD-7-713264: Received local IP Proxy Subnet data in ID Payload: Address IP_address, Mask /prefix_len, Protocol protocol, Port port {“Received remote IP Proxy Subnet data in ID Payload: Address %a, Mask/%d, Protocol %u, Port %u”}
- %FTD-7-713273: Deleting static route for client address: IP_Address IP_Address address of client whose route is being removed
- %FTD-7-713906: Descriptive_event_string.
- %FTD-7-714001: description_of_event_or_packet
- %FTD-7-714002: IKE Initiator starting QM: msg id = message_number
- %FTD-7-714003: IKE Responder starting QM: msg id = message_number
- %FTD-7-714004: IKE Initiator sending 1st QM pkt: msg id = message_number
- %FTD-7-714005: IKE Responder sending 2nd QM pkt: msg id = message_number
- %FTD-7-714006: IKE Initiator sending 3rd QM pkt: msg id = message_number
- %FTD-7-714007: IKE Initiator sending Initial Contact

System Health and Network Diagnostic Messages Listed by Severity Level

- %FTD-7-714011: Description of received ID values
- %FTD-7-715001: Descriptive statement
- %FTD-7-715004: subroutine name() Q Send failure: RetCode (return_code)
- %FTD-7-715005: subroutine name() Bad message code: Code (message_code)
- %FTD-7-715006: IKE got SPI from key engine: SPI = SPI_value
- %FTD-7-715007: IKE got a KEY_ADD msg for SA: SPI = SPI_value
- %FTD-7-715008: Could not delete SA SA_address, refCnt = number, caller = calling_subroutine_address
- %FTD-7-715009: IKE Deleting SA: Remote Proxy IP_address, Local Proxy IP_address
- %FTD-7-715013: Tunnel negotiation in progress for destination IP_address, discarding data
- %FTD-7-715019: Group group Username username IP ip IKEGetUserAttributes: Attribute name = name
- %FTD-7-715020: construct_cfg_set: Attribute name = name
- %FTD-7-715021: Delay Quick Mode processing, Cert/Trans Exch/RM DSID in progress
- %FTD-7-715022: Resume Quick Mode processing, Cert/Trans Exch/RM DSID completed
- %FTD-7-715027: IPSec SA Proposal # chosen_proposal, Transform # chosen_transform acceptable Matches global IPSec SA entry # crypto_map_index
- %FTD-7-715028: IKE SA Proposal # 1, Transform # chosen_transform acceptable Matches global IKE entry # crypto_map_index
- %FTD-7-715033: Processing CONNECTED notify (MsgId message_number)
- %FTD-7-715034: action IOS keep alive payload: proposal=time 1/time 2 sec.
- %FTD-7-715035: Starting IOS keepalive monitor: seconds sec.
- %FTD-7-715036: Sending keep-alive of type notify_type (seq number number)
- %FTD-7-715037: Unknown IOS Vendor ID version: major.minor.variance
- %FTD-7-715038: action Spoofing_information Vendor ID payload (version: major.minor.variance, capabilities: value)
- %FTD-7-715039: Unexpected cleanup of tunnel table entry during SA delete.
- %FTD-7-715040: Deleting active auth handle during SA deletion: handle = internal_authentication_handle
- %FTD-7-715041: Received keep-alive of type keepalive_type, not the negotiated type
- %FTD-7-715042: IKE received response of type failure_type to a request from the IP_address utility
- %FTD-7-715044: Ignoring Keepalive payload from vendor not support KeepAlive capability
- %FTD-7-715045: ERROR: malformed Keepalive payload
- %FTD-7-715046: Group = groupname, Username = username, IP = IP_address, constructing payload_description payload
- %FTD-7-715047: processing payload_description payload

- %FTD-7-715048: Send VID_type VID
- %FTD-7-715049: Received VID_type VID
- %FTD-7-715050: Claims to be IOS but failed authentication
- %FTD-7-715051: Received unexpected TLV type TLV_type while processing FWTYPE ModeCfg Reply
- %FTD-7-715052: Old P1 SA is being deleted but new SA is DEAD, cannot transition centries
- %FTD-7-715053: MODE_CFG: Received request for attribute_info!
- %FTD-7-715054: MODE_CFG: Received attribute_name reply: value
- %FTD-7-715055: Send attribute_name
- %FTD-7-715056: Client is configured for TCP_transparency
- %FTD-7-715057: Auto-detected a NAT device with NAT-Traversal. Ignoring IPSec-over-UDP configuration.
- %FTD-7-715058: NAT-Discovery payloads missing. Aborting NAT-Traversal.
- %FTD-7-715059: Proposing/Selecting only UDP-Encapsulated-Tunnel and UDP-Encapsulated-Transport modes defined by NAT-Traversal
- %FTD-7-715060: Dropped received IKE fragment. Reason: reason
- %FTD-7-715061: Rcv'd fragment from a new fragmentation set. Deleting any old fragments.
- %FTD-7-715062: Error assembling fragments! Fragment numbers are non-continuous.
- %FTD-7-715063: Successfully assembled an encrypted pkt from rcv'd fragments!
- %FTD-7-715064 -- IKE Peer included IKE fragmentation capability flags: Main Mode: true/false Aggressive Mode: true/false
- %FTD-7-715065: IKE state_machine subtype FSM error history (struct data_structure_address) state, event: state/event pairs
- %FTD-7-715066: Can't load an IPSec SA! The corresponding IKE SA contains an invalid logical ID.
- %FTD-7-715067: QM IsRekeyed: existing sa from different peer, rejecting new sa
- %FTD-7-715067: QM IsRekeyed: existing sa from different peer, rejecting new sa
- %FTD-7-715068: QM IsRekeyed: duplicate sa found by address, deleting old sa
- %FTD-7-715069: Invalid ESP SPI size of SPI_size
- %FTD-7-715070: Invalid IPComp SPI size of SPI_size
- %FTD-7-715071: AH proposal not supported
- %FTD-7-715072: Received proposal with unknown protocol ID protocol_ID
- %FTD-7-715074: Could not retrieve authentication attributes for peer IP_address
- %FTD-7-715075: Group = group_name, IP = IP_address Received keep-alive of type message_type (seq number number)

- %FTD-7-715076: Computing hash for ISAKMP
- %FTD-7-715077: Pitcher: msg string, spi spi
- %FTD-7-715080: VPN: Starting P2 rekey timer: 28800 seconds.
- %FTD-7-716008: WebVPN ACL: action
- %FTD-7-716010: Group group User user Browse network.
- %FTD-7-716011: Group group User user Browse domain domain.
- %FTD-7-716012: Group group User user Browse directory directory.
- %FTD-7-716013: Group group User user Close file filename.
- %FTD-7-716014: Group group User user View file filename.
- %FTD-7-716015: Group group User user Remove file filename.
- %FTD-7-716016: Group group User user Rename file old_filename to new_filename.
- %FTD-7-716017: Group group User user Modify file filename.
- %FTD-7-716018: Group group User user Create file filename.
- %FTD-7-716019: Group group User user Create directory directory.
- %FTD-7-716020: Group group User user Remove directory directory.
- %FTD-7-716021: File access DENIED, filename.
- %FTD-7-716024: Group name User user Unable to browse the network.Error: description
- %FTD-7-716025: Group name User user Unable to browse domain domain. Error: description
- %FTD-7-716026: Group name User user Unable to browse directory directory. Error: description
- %FTD-7-716027: Group name User user Unable to view file filename. Error: description
- %FTD-7-716028: Group name User user Unable to remove file filename. Error: description
- %FTD-7-716029: Group name User user Unable to rename file filename. Error: description
- %FTD-7-716030: Group name User user Unable to modify file filename. Error: description
- %FTD-7-716031: Group name User user Unable to create file filename. Error: description
- %FTD-7-716032: Group name User user Unable to create folder folder. Error: description
- %FTD-7-716033: Group name User user Unable to remove folder folder. Error: description
- %FTD-7-716034: Group name User user Unable to write to file filename.
- %FTD-7-716035: Group name User user Unable to read file filename.
- %FTD-7-716036: Group name User user File Access: User user logged into the server server.
- %FTD-7-716037: Group name User user File Access: User user failed to login into the server server.
- %FTD-7-716603: Received size-recv KB Hostscan data from IP src-ip.
- %FTD-7-717024: Checking CRL from trustpoint: trustpoint name for purpose

- %FTD-7-717025: Validating certificate chain containing number of certs certificate(s).
- %FTD-7-717029: Identified client certificate within certificate chain. serial number: serial_number, subject name: subject_name.
- %FTD-7-717030: Found a suitable trustpoint trustpoint name to validate certificate.
- %FTD-7-717034: No-check extension found in certificate. OCSP check bypassed.
- %FTD-7-717036: Looking for a tunnel group match based on certificate maps for peer certificate with certificate_identifier.
- %FTD-7-717038: Tunnel group match found. Tunnel Group: tunnel_group_name, Peer certificate: certificate_identifier.
- %FTD-7-718001: Internal interprocess communication queue send failure: code error_code
- %FTD-7-718017: Got timeout for unknown peer IP_address msg type message_type
- %FTD-7-718018: Send KEEPALIVE request failure to IP_address
- %FTD-7-718019: Sent KEEPALIVE request to IP_address
- %FTD-7-718020: Send KEEPALIVE response failure to IP_address
- %FTD-7-718021: Sent KEEPALIVE response to IP_address
- %FTD-7-718022: Received KEEPALIVE request from IP_address
- %FTD-7-718023: Received KEEPALIVE response from IP_address
- %FTD-7-718025: Sent CFG UPDATE to IP_address
- %FTD-7-718026: Received CFG UPDATE from IP_address
- %FTD-7-718029: Sent OOS indicator to IP_address
- %FTD-7-718034: Sent TOPOLOGY indicator to IP_address
- %FTD-7-718035: Received TOPOLOGY indicator from IP_address
- %FTD-7-718036: Process timeout for req-type type_value, exid exchange_ID, peer IP_address
- %FTD-7-718041: Timeout [msgType=type] processed with no callback
- %FTD-7-718046: Create group policy policy_name
- %FTD-7-718047: Fail to create group policy policy_name
- %FTD-7-718049: Created secure tunnel to peer IP_address
- %FTD-7-718056: Deleted Master peer, IP IP_address
- %FTD-7-718058: State machine return code: action_routine, return_code
- %FTD-7-718059: State machine function trace: state=state_name, event=event_name, func=action_routine
- %FTD-7-718088: Possible VPN LB misconfiguration. Offending device MAC MAC_address.
- %FTD-7-719005: FSM NAME has been created using protocol for session pointer from source_address.

- %FTD-7-719006: Email Proxy session pointer has timed out for source_address because of network congestion.
- %FTD-7-719007: Email Proxy session pointer cannot be found for source_address.
- %FTD-7-719009: Email Proxy service is starting.
- %FTD-7-719015: Parsed emailproxy session pointer from source_address username: mailuser = mail_user, vpnuser = VPN_user, mailserver = server
- %FTD-7-719016: Parsed emailproxy session pointer from source_address password: mailpass = ******, vpnpass= ******
- %FTD-7-720031: (VPN-unit) HA status callback: Invalid event received. event=event_ID.
- %FTD-7-720034: (VPN-unit) Invalid type (type) for message handler.
- %FTD-7-720041: (VPN-unit) Sending type message id to standby unit
- %FTD-7-720042: (VPN-unit) Receiving type message id from active unit
- %FTD-7-720048: (VPN-unit) FSM action trace begin: state=state, last event=event, func=function.
- %FTD-7-720049: (VPN-unit) FSM action trace end: state=state, last event=event, return=return, func=function.
- %FTD-7-720050: (VPN-unit) Failed to remove timer. ID = id.
- %FTD-7-722029: Group group User user-name IP IP_address SVC Session Termination: Conns: connections, DPD Conns: DPD_conns, Comp resets: compression_resets, Dcmp resets: decompression_resets
- %FTD-7-722030: Group group User user-name IP IP_address SVC Session Termination: In: data_bytes (+ctrl_bytes) bytes, data_pkts (+ctrl_pkts) packets, drop_pkts drops
- %FTD-7-722031: Group group User user-name IP IP_address SVC Session Termination: Out: data_bytes (+ctrl_bytes) bytes, data_pkts (+ctrl_pkts) packets, drop_pkts drops.
- %FTD-7-723003: No memory for WebVPN Citrix ICA connection connection.
- %FTD-7-723004: WebVPN Citrix encountered bad flow control flow.
- %FTD-7-723005: No channel to set up WebVPN Citrix ICA connection.
- %FTD-7-723006: WebVPN Citrix SOCKS errors.
- %FTD-7-723007: WebVPN Citrix ICA connection connection list is broken.
- %FTD-7-723008: WebVPN Citrix ICA SOCKS Server server is invalid.
- %FTD-7-723009: Group group-name, User user-name, IP IP_address: WebVPN Citrix received data on invalid connection connection.
- %FTD-7-723010: Group group-name, User user-name, IP IP_address: WebVPN Citrix received closing channel channel for invalid connection connection.
- %FTD-7-723011: Group group-name, User user-name, IP IP_address: WebVPN Citrix receives bad SOCKS socks message length msg-length. Expected length is exp-msg-length.

- %FTD-7-723012: Group group-name, User user-name, IP IP_address: WebVPN Citrix received bad SOCKS socks message format.
- %FTD-7-723013: WebVPN Citrix encountered invalid connection connection during periodic timeout.
- %FTD-7-723014: Group group-name, User user-name, IP IP_address: WebVPN Citrix TCP connection connection to server server on channel channel initiated.
- %FTD-7-725008: SSL peer-type interface:src-ip/src-port to dst-ip/dst-port proposes the following n cipher(s).
- %FTD-7-725009: Device proposes the following n cipher(s) peer-type interface:src-ip/src-port to dst-ip/dst-port.
- %FTD-7-725010: Device supports the following n cipher(s).
- %FTD-7-725011: Cipher[order]: cipher_name
- %FTD-7-725012: Device chooses cipher cipher for the SSL session with peer-type interface:src-ip/src-port to dst-ip/dst-port.
- %FTD-7-725013: SSL peer-type interface:src-ip/src-port to dst-ip/dst-port chooses cipher cipher
- %FTD-7-725014: SSL lib error. Function: function Reason: reason
- %FTD-7-725017: No certificates received during the handshake with %s %s:%B/%d to %B/%d for %s session
- %FTD-7-725021: Device preferring cipher-suite cipher(s). Connection info: interface :src-ip /src-port to dst-ip /dst-port
- %FTD-7-725022: Device skipping cipher : cipher - reason. Connection info: interface :src-ip /src-port to dst-ip /dst-port
- %FTD-7-730002: Group groupname, User username, IP ipaddr: VLAN MAPPING to VLAN vlanid failed
- %FTD-7-734003: DAP: User name, Addr ipaddr: Session Attribute: attr name/value
- %FTD-7-737001: IPAA: Received message ‘message-type’
- %FTD-7-737035: IPAA: Session=<session>, '<message type>' message queued
- %FTD-7-737200: VPNFIP: Pool=pool, Allocated ip-address from pool
- %FTD-7-737201: VPNFIP: Pool=pool, Returned ip-address to pool (recycle=recycle)
- %FTD-7-737206: VPNFIP: Pool=pool, DEBUG: message
- %FTD-7-737400: POOLIP: Pool=pool, Allocated ip-address from pool
- %FTD-7-737401: POOLIP: Pool=pool, Returned ip-address to pool (recycle=recycle)
- %FTD-7-737407: POOLIP: Pool=pool, DEBUG: message
- %FTD-7-747005: Clustering: State machine notify event event-name (event-id, ptr-in-hex, ptr-in-hex)
- %FTD-7-747006: Clustering: State machine is at state state-name
- %FTD-7-751003: Local: localIP:port Remote:remoteIP:port Username: username/group Need to send a DPD message to peer

- %FTD-7-752002: Tunnel Manager Removed entry. Map Tag = mapTag. Map Sequence Number = mapSeq.
- %FTD-7-752008: Duplicate entry already in Tunnel Manager.
- %FTD-7-785001: Clustering: Ownership for existing flow from <in_interface>:<src_ip_addr>/<src_port> to <out_interface>:<dest_ip_addr>/<dest_port> moved from unit <old-owner-unit-id> at site <old-site-id> to <new-owner-unit-id> at site <old-site-id> due to <reason>.
- %FTD-7-815004: OGS: Packet <protocol> from <source IP address/port> to <destination IP address/port> matched <number of source network objects> source network objects and <number of source network objects> destination network objects total search entries <total number of entries>. Resultant key-set has <number of entries> entries

Variables Used in Syslog Messages

Syslog messages often include variables. The following table lists most variables that are used in this guide to describe syslog messages. Some variables that appear in only one syslog message are not listed.

Variable Fields in Syslog Messages

Variable	Description
acl_ID	An ACL name.
bytes	The number of bytes.
code	A decimal number returned by the syslog message to indicate the cause or source of the error, according to the syslog message generated.
command	A command name.
command_modifier	The **command_modifier**is one of the following strings: • cmd (this string means the command has no modifier) • clear • no • show
connections	The number of connections.

Variable	Description
connection_type	The connection type: • SIGNALLING UDP • SIGNALLING TCP • SUBSCRIBE UDP • SUBSCRIBE TCP • Via UDP • Route • RTP • RTCP
dec	Decimal number.
dest_address	The destination address of a packet.
dest_port	The destination port number.
device	The memory storage device. For example, the floppy disk, internal flash memory, TFTP, the failover standby unit, or the console terminal.
econns	Number of embryonic connections.
elimit	Number of embryonic connections specified in the **static**or **nat**command.
filename	A filename of the type ASAimage, ASDM file, or configuration.
ftp-server	External FTP server name or IP address.
gateway_address	The network gateway IP address.
global_address	Global IP address, an address on a lower security level interface.
global_port	The global port number.
hex	Hexadecimal number.
inside_address	Inside (or local) IP address, an address on a higher security level interface.
inside_port	The inside port number.
interface_name	The name of the interface.
IP_address	IP address in the form *n n n n*, where *n*is an integer from 1 to 255.
MAC_address	The MAC address.
mapped_address	The translated IP address.
mapped_port	The translated port number.

System Health and Network Diagnostic Messages Listed by Severity Level

Variable	Description
message_class	Category of syslog message associated with a functional area of the ASA.
message_list	Name of a file you create containing a list of syslog message ID numbers, classes, or severity levels.
message_number	The syslog message ID.
nconns	Number of connections permitted for the static or xlate table.
netmask	The subnet mask.
number	A number. The exact form depends on the syslog message.
octal	Octal number.
outside_address	Outside (or foreign) IP address, an address of a syslog server typically on a lower security level interface in a network beyond the outside router.
outside_port	The outside port number.
port	The TCP or UDP port number.
privilege_level	The user privilege level.
protocol	The protocol of the packet, for example, ICMP, TCP, or UDP.
real_address	The real IP address, before NAT.
real_port	The real port number, before NAT.
reason	A text string describing the reason for the syslog message.
service	The service specified by the packet, for example, SNMP or Telnet.
severity_level	The severity level of a syslog message.
source_address	The source address of a packet.
source_port	The source port number.
string	Text string (for example, a username).
tcp_flags	Flags in the TCP header such as: • ACK • FIN • PSH • RST • SYN • URG

Variable	Description
time	Duration, in the format *hh mm ss*
url	A URL.
user	A username.

System Health and Network Diagnostic Messages Listed by Severity Level

INDEX

D

E

F

H

I

L

M

N

O

P

R

S

T

U

V

W

X