

What does the Alert "case update failed" mean on Cisco Email Security appliance (ESA) ?



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This document describes how to address "case update failed" seen on Cisco Email Security appliance (ESA)

Background Information

This alert indicates that the appliance encountered an error while downloading the CASE updates. The update configuration may be incorrect or files may have been truncated or corrupted during the download. By design, the Email Security Appliance (ESA) will automatically retry and recover from such failures.

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Verify that the update settings are correct using the command *updateconfig*.

- Verify that the proxy settings are correct.
- Update your anti-spam components using the commands *dnsflush* followed by *antispamupdate force*.

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