

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



Document ID: 118267

Contributed by Stephan Fiebrandt and Jerry Orona, Cisco TAC Engineers.

Aug 18, 2014

## Contents

**Introduction**

**Background Information**

## Introduction

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.

To verify if your CASE pattern is up-to-date, issue the command *antispamstatus* and verify that the Rules are being correctly updated. Normally, at least one of

To verify if your CASE pattern is up-to-date, issue the command *antispamstatus* and verify that the Rules are being correctly updated. Normally, at least one of

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*.

---

Updated: Aug 18, 2014

Document ID: 118267

---