Problem/Solution: Secure Endpoint Portal Errors

Contents

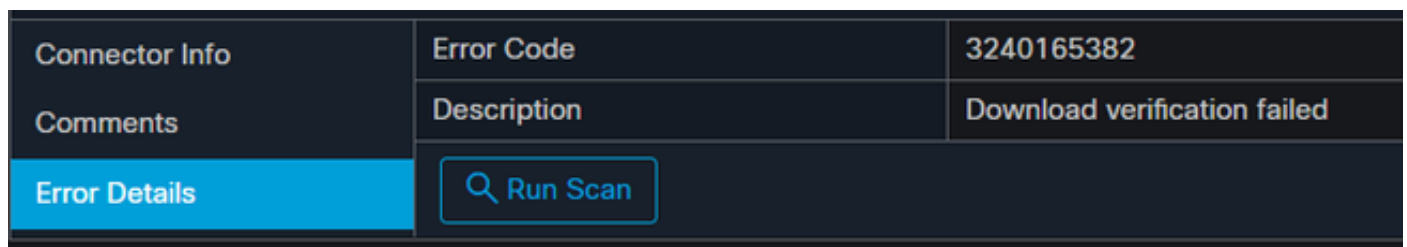## Introduction

This document describes Portal Errors in the Cisco Secure Endpoint product and how to convert the error code along with defining its value.

Problem

In the Cisco Secure Endpoint Portal, you might get errors that reflect some failures. The Error Description is accompanied by an Error Code as shown in the image.
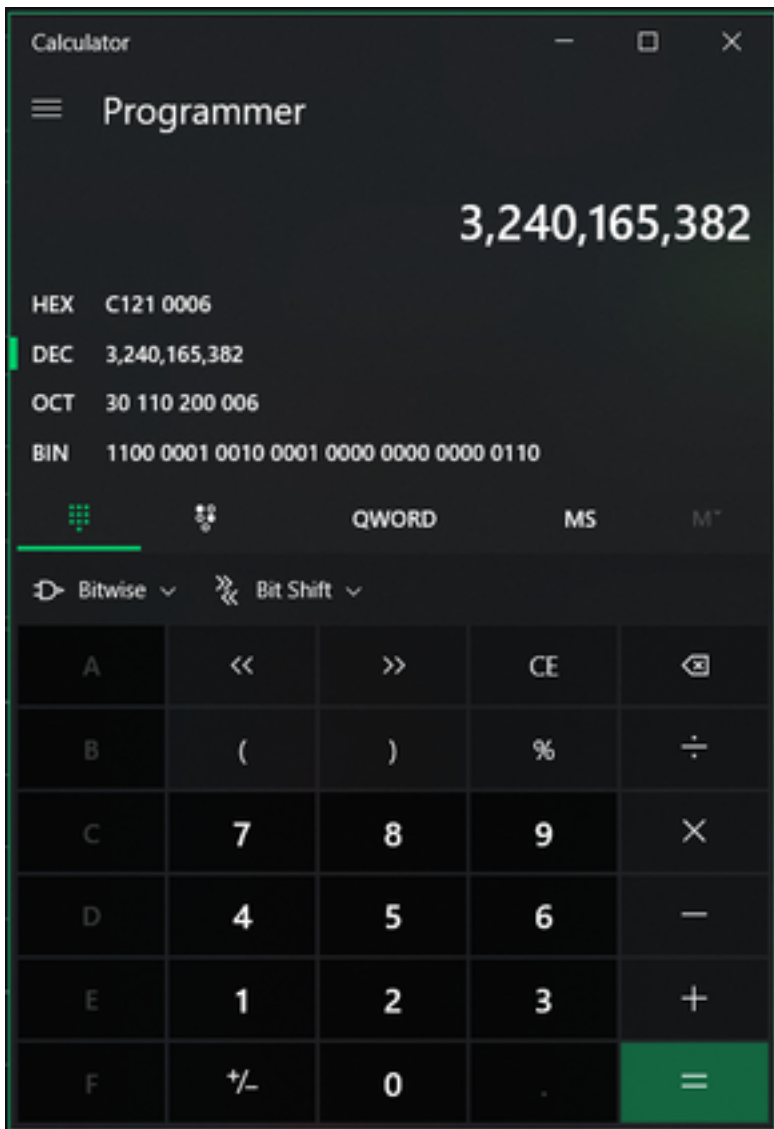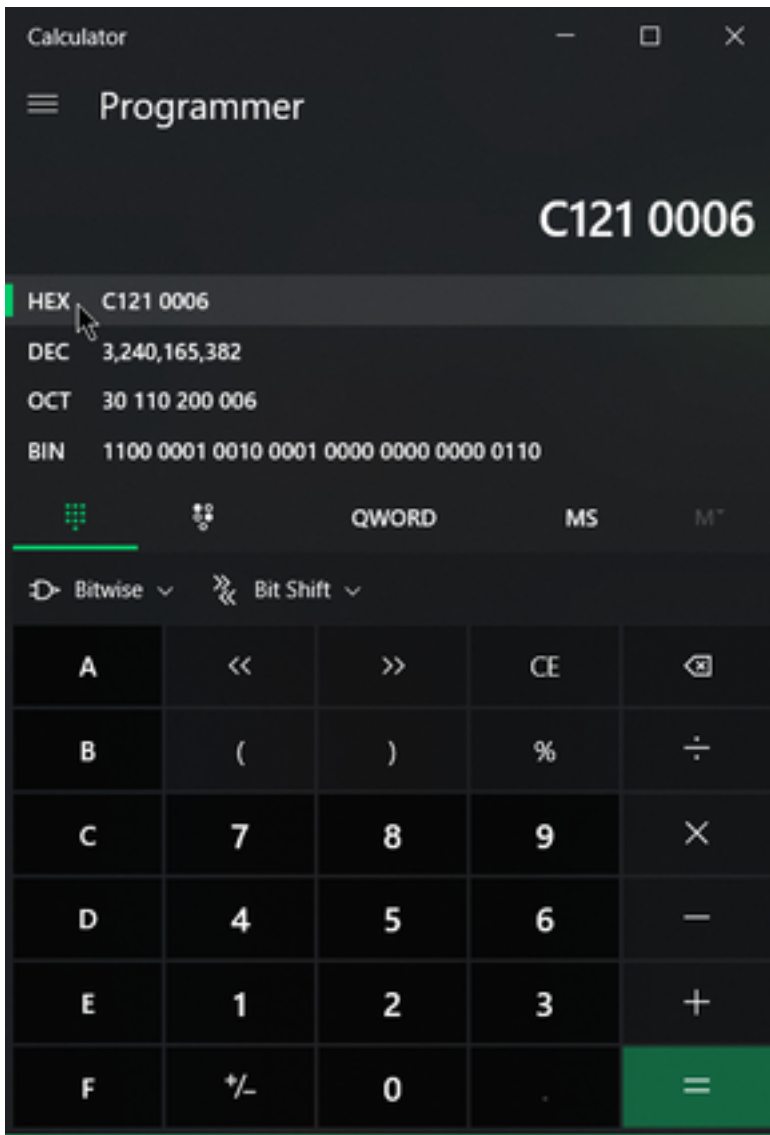

Navigate to **Events >Filter> Product Update Failed**. The Error Code is "3240165382".

Solution

If you are on a Windows System, look for **Run**, **Calc**, or the equivalent on Linux or Mac. Navigate to **Calc Settings>Programmer Mode** and paste the full error code (which is in decimal format).

You want to convert this DECIMAL to HEX which in Programmer mode is **C121 0006**.

These Error Codes are Microsoft SMB Class Errors, which are in HEX. You take this HEX and search on Microsoft's SMB Classes and Codes: https://docs.microsoft.com/en-us/openspecs/windows_protocols/ms-cifs/8f11e0f3-d545-46cc-97e6-f00569e3e1bc.

But, add 0x to the last digits so what you will search is 0x0006, because of the format as shown in the image.

ERRbadfid	STATUS_SMB_BAD_FID	EBADF	Invalid FID.
0x0006	0x00060001		
	STATUS_INVALID_HANDLE		
	0xC0000008		
	STATUS_OBJECT_TYPE_MISMATCH		
	0xC0000024		
	STATUS_PORT_DISCONNECTED		
	0xC0000037		
	STATUS_INVALID_PORT_HANDLE		
	0xC0000042		
	STATUS_FILE_CLOSED		
	0xC0000128		
	STATUS_HANDLE_NOT_CLOSABLE		
	0xC0000235		

Any of the NTSTATUS Values in the chart is a Class **ERRDOS Class 0x01.0x0006 Error Bad FID, Invalid Handle, Mismatch, Disconnect**.

This is also a Class **ERRSRV Class 0x02**.

0x0006

STATUS_BAD_NETWORK_NAME

ERRinvnetname	STATUS_BAD_NETWORK_NAME		Invalid server name in Tree Connect.
0x0006	0xC00000CC		

This means the Endpoint does not exist, and the hostname does not match the Active Directory, DNS, etc.

NTSTATUS values
NTSTATUS values NTSTATUS values
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