Syslog Messages 302003 to 342008

This chapter contains the following sections:

Messages 302003 to 319004

This chapter includes messages from 302003 to 319004 .

302003

Error Message `%ASA-6-302003: Built H245 connection for faddr foreign_ip_address laddr local_ip_address/local_port`

Error Message `%ASA-6-302003: Built H245 connection for faddr foreign_ip_address/foreign_port laddr local_ip_address`

Explanation An H.245 connection has been started from the f*oreign_ip_address* to the *local_ip_address*. The Secure Firewall ASA has detected the use of an Intel Internet Phone. The foreign port (*foreign_port*) only appears on connections from outside the Secure Firewall ASA. The local port value (*local_port*) only appears on connections that were started on an internal interface.

Recommended Action None required.

302004

Error Message-1 `%ASA-6-302004: Pre-allocate H323 {TCP | UDP} backconnection for faddr foreign_ip_address to laddr local_ip_address/local_port`

Error Message-2 `%ASA-6-302004: Pre-allocate H323 {TCP | UDP} backconnection for faddr foreign_ip_address/foreign_port to laddr local_ip_address`

Explanation An H.323 UDP back connection has been preallocated to the foreign address (**foreign_ip_address)** from the local address (**local_ip_address)**. The Secure Firewall ASA has detected the use of an Intel Internet Phone. The foreign port (**foreign_port**) only appears on connections from outside the Secure Firewall ASA. The local port value (**local_port**) only appears on connections that were started on an internal interface.

Recommended Action None required.

302010

Error Message `%ASA-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-1 `%ASA-6-302012: Pre-allocate H225 Call Signalling Connection for faddr foreign_ip_address to laddr local_ip_address/local_port`

Error Message-2 `%ASA-6-302012: Pre-allocate H225 Call Signalling Connection for faddr foreign_ip_address/foreign_port to laddr local_ip_address`

Explanation An H.225 secondary channel has been preallocated.

Recommended Action None required.

302013

Error Message `%ASA-6-302013: Built {inbound | outbound}[Probe] TCP connection connection_id for interface:real-address/real-port ((mapped-address/mapped-port))idfw_user to interface:real-address/real-port (mapped-address/mapped-port)inside_idfw_and_sg_info id_port_num rx_ring_num [(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 `%ASA-6-302014: Teardown [Probe]TCP connection connection_id for interface:real_address/real_portidfw_user to interface:real_address/real_portidfw_user duration hh:mm:ss bytes bytes reason_stringteardown_initiatorinitiator port_num rx_ring_num [(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 1: 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 ASA.
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.

Reason	Description
No valid adjacency	This counter is incremented when the Secure Firewall ASA tried to obtain an adjacency and could not obtain the MAC address for the next hop. The packet is dropped.
Pinhole Timeout	The counter is incremented to report that the Secure Firewall ASA 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 ASA 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 ASA.
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.

Reason	Description
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.
Unauth Deny	An authorization was denied by a URL filter.
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 `%ASA-6-302015: Built {inbound | outbound} UDP connection 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 id_port_num rx_ring_num [(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 `%ASA-6-302016: Teardown UDP connection connection_id for interface:real_address/real_portidfw_user to interface:real_address/real_portidfw_user duration hh:mm:ss bytes bytes id_port_num rx_ring_num [(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*— 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 `%ASA-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 id_port_num rx_ring_num [(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 `%ASA-6-302018: Teardown GRE connection id from interface:real_addresstranslated_address to interface:real_address/real_cididfw_user duration hh:mm:ss bytes bytes id_port_num rx_ring_num [(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 `%ASA-3-302019: H.323 library_name ASN Library failed to initialize, error code number`

Explanation The specified ASN librar y that the Secure Firewall ASA uses for decoding the H.323 messages failed to initialize; the Secure Firewall ASA cannot decode or inspect the arriving H.323 packet. The Secure Firewall ASA allows the H.323 packet to pass through without any modification. When the next H.323 message arrives, the Secure Firewall ASA 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

(Inbound) **Error Message** `%ASA-6-302020: Built inbound ICMP connection for faddr src_ip_address/src_portoutside_idfw_user gaddr dest_ip_address/dest_port laddr dest_ip_address/dest_portinside_idfw_user [(user)] type type code code Internal-Data0/port_num:RX[rx_ring_num]`

(Outbound) **Error Message** `%ASA-6-302020: Built outbound ICMP connection for faddr dest_ip_address/dest_portoutside_idfw_user gaddr src_ip/src_port laddr src_ip/src_portinside_idfw_user[(user)] type type code code Internal-Data0/port_num:RX[rx_ring_num]`

Explanation This message is generated 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 `%ASA-6-302021: Teardown ICMP connection for faddr src_ip_address/src_portoutside_idfw_user gaddr dest_ip_address/dest_port laddr dest_ip_address/dest_portinside_idfw_user [(user)] type type code code Internal-Data0/port_num:RX[rx_ring_num]`

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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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-1 `%ASA-6-302033: Pre-allocated H323 GUP Connection for faddr interface_name:foreign_ip_address to laddr interface_name:local_address/local_port`

Error Message-2 `%ASA-6-302033: Pre-allocated H323 GUP Connection for faddr interface_name:foreign_ip_address/foreign_port to laddr interface_name:local_address`

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-1 `%ASA-4-302034: Unable to Pre-allocate H323 GUP Connection for faddr interface_name:foreign_ip_address to laddr interface_name:local_ip_address/local_port`

Error Message-2 `%ASA-4-302034: Unable to Pre-allocate H323 GUP Connection for faddr interface_name:foreign_ip_address/foreign_port to laddr interface_name:local_ip_address`

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_ip_address* —IP address of the foreign host
- *foreign_port* —Port number of the foreign host
- *local_ip_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.

302035

Error Message `%ASA-6-302035: Built {inbound | outbound} SCTP connection conn_id for outside_interface:outside_ip/outside_port (mapped_outside_ip/mapped_outside_port)outside_idfw_user to`

inside_interface:*inside_ip*/*inside_port* (*mapped_inside_ip*/*mapped_inside_port*)*inside_idfw_user* *port_num rx_ring_num* [(user)]

Explanation SCTP flow creation is logged when SCTP-state-bypass is not configured.

- *conn_id* —The unique connection ID
- *outside_interface* —The interface with the lower security level
- *outside_ip* —The IP address of the host on the lower security level side of the ASA
- *outside_port* —The port number of the host on the lower security level side of the ASA
- *mapped_outside_ip* —The mapped IP address of the host on the lower security level side of the ASA
- *mapped_outside_port* —The mapped port number of the host on the lower security level side of the ASA
- *outside_idfw_user* —The IDFW username associated with the host on the lower security level side of the ASA
- *outside_sg_info* —The SGT and SG name associated with the host on the lower security level side of the ASA
- *inside_interface* —The interface with the higher security level
- *inside_ip* —The IP address of the host on the higher security level side of the ASA
- *inside_port* —The port number of the host on the higher security level side of the ASA
- *mapped_inside_ip* —The mapped IP address of the host on the higher security level side of the ASA
- *mapped_inside_port* —The mapped port number of the host on the higher security level side of the ASA
- *inside_idfw_user* —The IDFW username associated with the host on the higher security level side of the ASA
- *inside_sg_info* —The SGT and SG name associated with the host on the higher security level side of the ASA
- *user* —The username associated with the host from where the connection was initiated

Recommended Action None required.

302036

Error Message %ASA-6-302036: Teardown SCTP connection *conn_id* for *inside_interface*:*inside_ip_address*/*inside_portoutside_idfw_user* to *outside_interface*:*outside_ip_address*/*outside_portinside_idfw_user* duration *time_value* bytes *bytes reason_string id_port_num rx_ring_num* [(*user*)]

Explanation SCTP flow deletion is logged when SCTP-state-bypass is not configured.

- *conn_id* —The unique connection ID
- *outside_interface* —The interface with the lower security level
- *outside_ip_address* —The IP address of the host on the lower security level side of the ASA
- *outside_port* —The port number of the host on the lower security level side of the ASA
- *outside_idfw_user* —The IDFW username associated with the host on the lower security level side of the ASA

- *inside_interface* —The interface with the higher security level
- *inside_ip_address* —The IP address of the host on the higher security level side of the ASA
- *inside_port* —The port number of the host on the higher security level side of the ASA
- *inside_idfw_user* —The IDFW username associated with the host on the higher security level side of the ASA
- *user* —The username associated with the host from where the connection was initiated
- *time_value* —The amount of the flow stayed alive in hh:mm:ss
- *bytes* —The number of bytes passed on the flow
- *reason_string* —The reason the connection was torn down

Recommended Action None required.

302037

Error Message `%ASA-6-302037: Built {inbound|outbound} IPINIP connection conn_id from outside_interface:outside_ip/{outside_mapped_ip|outside_port} outside_idfw_user to inside_interface_name:inside_ip/{inside_mapped_ip|inside_port} inside_idfw_user [(user)]`

Explanation IPINIP flow has been created.

- *conn_id* —The unique connection ID
- *outside_interface* —The interface with the lower security level
- *outside_ip* —The IP address of the host on the lower security level side of the ASA
- *outside_port* —The port number of the host on the lower security level side of the ASA
- *mapped_outside_ip* —The mapped IP address of the host on the lower security level side of the ASA
- *mapped_outside_port* —The mapped port number of the host on the lower security level side of the ASA
- *outside_idfw_user* —The IDFW username associated with the host on the lower security level side of the ASA
- *outside_sg_info* —The SGT and SG name associated with the host on the lower security level side of the ASA
- *inside_interface* —The interface with the higher security level
- *inside_ip* —The IP address of the host on the higher security level side of the ASA
- *inside_port* —The port number of the host on the higher security level side of the ASA
- *mapped_inside_ip* —The mapped IP address of the host on the higher security level side of the ASA
- *mapped_inside_port* —The mapped port number of the host on the higher security level side of the ASA
- *inside_idfw_user* —The IDFW username associated with the host on the higher security level side of the ASA
- *inside_sg_info* —The SGT and SG name associated with the host on the higher security level side of the ASA
- *user* —The username associated with the host from where the connection was initiated

Recommended Action None required.

302038

(Inbound flow)**Error Message 1** `%ASA-6-302038: Teardown IPINIP connection conn_id for inside_interface:inside_ip/inside_portoutside_idfw_user to outside_interface:outside_ip/outside_portinside_idfw_user duration time_value bytes bytes [(user)]`

(Outbound flow) **Error Message 2** `%ASA-6-302038: Teardown IPINIP connection conn_id for outside_interface:outside_ip/outside_portoutside_idfw_user to inside_interface:inside_ip/inside_portinside_idfw_user duration time_value bytes bytes [(user)]`

Explanation An IPINIP flow has been torn down.

- *conn_id* —The unique connection ID
- *outside_interface* —The interface with the lower security level
- *outside_ip* —The IP address of the host on the lower security level side of the ASA
- *outside_port* —The port number of the host on the lower security level side of the ASA
- *outside_idfw_user* —The IDFW username associated with the host on the lower security level side of the ASA
- *outside_sg_info* —The SGT and SG name associated with the host on the lower security level side of the ASA
- *inside_interface* —The interface with the higher security level
- *inside_ip* —The IP address of the host on the higher security level side of the ASA
- *inside_port* —The port number of the host on the higher security level side of the ASA
- *inside_idfw_user* —The IDFW username associated with the host on the higher security level side of the ASA
- *inside_sg_info* —The SGT and SG name associated with the host on the higher security level side of the ASA
- *user* —The username associated with the host from where the connection was initiated
- *time* —The amount of the flow stayed alive in hh:mm:ss
- *bytes* —The number of bytes passed on the flow

Recommended Action None required.

302302

Error Message `%ASA-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 `%ASA-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 `%ASA-6-302304: Teardown TCP state-bypass connection conn_id from initiator_interface:ip/portuser to responder_interface:ip/portuser duration duration bytes bytesteardown 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.

302305

Error Message `%ASA-6-302305: Built SCTP state-bypass connection conn_id from outside_interface:outside_ip/outside_port (mapped_outside_ip/mapped_outside_port)outside_idfw_user to outside_sg_info:inside_interface/inside_ip (inside_port /mapped_inside_ip)mapped_inside_port inside_idfw_user inside_sg_info`

Explanation SCTP flow creation is logged when SCTP-state-bypass is configured.

- *conn_id* —The unique connection ID
- *outside_interface* —The interface with the lower security level
- *outside_ip* —The IP address of the host on the lower security level side of the ASA
- *outside_port* —The port number of the host on the lower security level side of the ASA
- *mapped_outside_ip* —The mapped IP address of the host on the lower security level side of the ASA
- *mapped_outside_port* —The mapped port number of the host on the lower security level side of the ASA
- *outside_idfw_user* —The IDFW username associated with the host on the lower security level side of the ASA
- *outside_sg_info* —The SGT and SG name associated with the host on the lower security level side of the ASA
- *inside_interface* —The interface with the higher security level
- *inside_ip* —The IP address of the host on the higher security level side of the ASA
- *inside_port* —The port number of the host on the higher security level side of the ASA
- *mapped_inside_ip* —The mapped IP address of the host on the higher security level side of the ASA
- *mapped_inside_port* —The mapped port number of the host on the higher security level side of the ASA
- *inside_idfw_user* —The IDFW username associated with the host on the higher security level side of the ASA
- *inside_sg_info* —The SGT and SG name associated with the host on the higher security level side of the ASA

Recommended Action None required.

302306

Error Message `%ASA-6-302306: Teardown SCTP state-bypass connection conn_id from outside_interface:outside_ip/outside_portoutside_idfw_user to outside_sg_info:inside_interface/inside_ipinside_port duration inside_idfw_user bytes inside_sg_info time bytes reason`

Explanation SCTP flow deletion is logged when SCTP-state-bypass is configured.

- *conn_id* —The unique connection ID
- *outside_interface* —The interface with the lower security level
- *outside_ip* —The IP address of the host on the lower security level side of the ASA
- *outside_port* —The port number of the host on the lower security level side of the ASA
- *outside_idfw_user* —The IDFW username associated with the host on the lower security level side of the ASA
- *outside_sg_info* —The SGT and SG name associated with the host on the lower security level side of the ASA
- *inside_interface* —The interface with the higher security level
- *inside_ip* —The IP address of the host on the higher security level side of the ASA
- *inside_port* —The port number of the host on the higher security level side of the ASA
- *inside_outside_ip* —The mapped IP address of the host on the higher security level side of the ASA
- *inside_idfw_user* —The IDFW username associated with the host on the higher security level side of the ASA
- *inside_sg_info* —The SGT and SG name associated with the host on the higher security level side of the ASA
- *time* —The amount of time that the flow stayed alive in hh:mm:ss
- *bytes* —The number of bytes passed on the flow
- *reason* —The reason the connection was torn down

Recommended Action None required.

4302310

Error Message `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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.

304001

Error Message `%ASA-5-304001: URLuser@source_addressidfw_user Accessed URL dest_address:url`

Explanation The specified host tried to access the specified URL If you enable the HTTP inspection with custom HTTP policy map, the following possibilities are seen.When the packet of GET request does not have the hostname parameter, instead of printing the URI, it prints the following message:%ASA-5-304001: client IP Accessed URL server ip:Hostname not present URI: URIIf a large URI which cannot be printed in a single syslog, you can print partial wherever it is being chopped down.For instance, when the URL is to be divided into multiple chunks and logged, the following message is printed:%ASA-5-304001: client IP Accessed URL server ip: http(/ftp)://hostname/URI_CHUNK1 partial%ASA-5-304001: client IP Accessed URL server ip: partial URI_CHUNK1 partial.....%ASA-5-304001: client IP Accessed URL server ip: partial URI_CHUNKnThe limit for URI is 1024 bytes.If the current packet contains partial URI at the beginning or end, use the same logic as explained above.

Recommended Action None required.

304002

Error Message `%ASA-5-304002: Access denied URL url SRC (user)(sip)(user) DEST dip on interface int_name`

Explanation Access from the source address to the specified URL or FTP site was denied.

Recommended Action None required.

304003

Error Message `%ASA-3-304003: URL Server IP_address timed out URL url`

Explanation A URL server timed out.

Recommended Action None required.

304004

Error Message `%ASA-6-304004: URL Server IP_address request failed URL url`

Explanation A Websense server request failed.

Recommended Action None required.

304005

Error Message `%ASA-7-304005: URL Server IP_address request pending URL url`

Explanation A Websense server request is pending.

Recommended Action None required.

304006

Error Message `%ASA-3-304006: URL Server IP_address not responding`

Explanation The Websense server is unavailable for access, and the ASA attempts to either try to access the same server if it is the only server installed, or another server if there is more than one.

Recommended Action None required.

304007

Error Message `%ASA-2-304007: URL Server not responding, ENTERING ALLOW mode`

Explanation You used the allow option of the filter command, and the Websense servers are not responding. The ASA allows all web requests to continue without filtering while the servers are not available.

Recommended Action None required.

304008

Error Message `%ASA-2-304008: LEAVING ALLOW mode, URL Server is up`

Explanation You used the allow option of the filter command, and the ASA receives a response message from a Websense server that previously was not responding. With this response message, the ASA exits the allow mode, which enables the URL filtering feature again.

Recommended Action None required.

304009

Error Message `%ASA-7-304009: Ran out of buffer blocks specified by url-block command`

Explanation The URL pending buffer block is running out of space.

Recommended Action Change the buffer block size by entering the **url-block block block_size** command.

305005

Error Message `%ASA-3-305005: No translation group found for protocol src interface_name: source_address/source_port [(idfw_user )] dst interface_name: dest_address /dest_port [(idfw_user )]`

Explanation A packet does not match any of the outbound nat command rules. If NAT is not configured for the specified source and destination systems, the message will be generated frequently.

Recommended Action This message indicates a configuration error. If dynamic NAT is desired for the source host, ensure that the **nat** command matches the source IP address. If static NAT is desired for the source host, ensure that the local IP address of the **static** command matches. If no NAT is desired for the source host, check the ACL bound to the NAT 0 ACL.

305006

Error Message `%ASA-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.

305007

Error Message `%ASA-6-305007: addrpool_free(): Orphan IP IP_address on interface interface_number`

Explanation The ASA has attempted to translate an address that it cannot find in any of its global pools. The ASA assumes that the address was deleted and drops the request.

Recommended Action None required.

305008

Error Message `%ASA-3-305008: Detecting free unallocated global IP IP__address on interface interface_name`

Explanation The ASA kernel detected an inconsistency condition when trying to free an unallocated global IP address back to the address pool. This abnormal condition may occur if the ASA is running a Stateful Failover setup, and some of the internal states are momentarily out of sync between the active unit and the standby unit. This condition is not catastrophic, and the synchronization recovers automatically.

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

305009

Error Message `%ASA-6-305009: Built {dynamic|static} translation from interface_name[(acl-name)]:real_addressidfw_user to interfacename: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 `%ASA-6-305010: Teardown {dynamic|static} translation from interface_name:real_address idfw_user to interfacename:mapped_address duration time`

Explanation The address translation slot was deleted.

Recommended Action None required.

305011

Error Message `%ASA-6-305011: Built {dynamic|static} {TCP|UDP|ICMP} translation from interface_name:real_address/real_portidfw_user to interfacename: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 `%ASA-6-305012: Teardown interface_name acl-name translation from real_address:real_port/real_ICMP_IDidfw_user to interface_namemapped_address:mapped_port/mapped_ICMP_ID duration time`

Explanation The address translation slot was deleted.

Recommended Action None required.

305013

(ICMP) **Error Message** `%ASA-5-305013: Asymmetric NAT rules matched for forward and reverse flows; Connection for icmp src interface_name:source_ip_addresssource_user dst interface_name:destination_ip_addressdestination_user (type type, code code) denied due to NAT reverse path failure`

(TCP, UDP, SCTP) **Error Message** `%ASA-5-305013: Asymmetric NAT rules matched for forward and reverse flows; Connection for "protocol" src interface_name:source_ip_address/source_portsource_user dst interface_name:destination_ip_address/destination_portdestination_user denied due to NAT reverse path failure`

Note Protocol in this error message can be TCP, UDP, or SCTP.

(Any Protocol) **Error Message** `%ASA-5-305013: Asymmetric NAT rules matched for forward and reverse flows; Connection for protocol protocol_name src interface_name:source_ip_addresssource_user dst interface_name:destination_ip_addressdestination_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 `%ASA-6-305014: Allocated num_of_blocks block of ports for translation from real_interface:real_host_ip to real_dest_interface:real_dest_ip/real_dest_port_start-real_dest_port_end`

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 `%ASA-6-305015: Released block_size block of ports for translation from real_interface:real_host_ip to real_destination_interface:real_dest_ip/port_start-port_end`

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-1 `%ASA-3-305016: Unable to create protocol connection from source_interface_name:source_ip_address/source_port to destination_interface_name:destination_ip/destination_port due to reaching per-host PAT port block limit of threshold-limit.`

Error Message-2 `%ASA-3-305016: Unable to create protocol connection from source_interface_name:source_ip_address/source_port to destination_interface_name:destination_ip_address/destination_port due to port block exhaustion in PAT pool 'pool_name' IP pool_ip_address.`

Error Message-3 `%ASA-3-305016: Port blocks exhausted in PAT pool 'pool_name' IP pool_address. Unable to create connection.`

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 `%ASA-3-305017: Pba-interim-logging: Active 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.

305018

Error Message `%ASA-6-305018: MAP translation from src_ifc:src_ip/src_port-dst_ifc:dst_ip/dst_port to src_ifc:translated_src_ip/src_port-dst_ifc:translated_dst_ip/dst_port`

Explanation MAP style address translation has been applied to a connection being established, their source and destination have been translated

Example:

```
%ASA-6-305018: MAP translation from
inside:2001:DB8:0000:0000:0000:0000:0000:0002/57964-outside:2001:DB8:FFFF:0000:0000:0000:0000:0001/22
 to inside:192.168.101.210/57964-outside:192.168.100.203/22
```

Recommended Action None.

305019

Error Message `%ASA-3-305019: MAP node address ip/port has inconsistent Port Set ID encoding`

ExplanationA packet has an address that matches MAP basic mapping rules (meaning it is meant to be translated) but the Port Set ID encoded within the address is inconsistent (per RFC7599). This could be due to a software fault on the MAP node where this packet originates.

Example

```
%ASA-3-305019: MAP node address 2001:DB8:0000:FFFF:0000:0000:0000:0002/57964 has inconsistent
 Port Set ID encoding
```

Recommended Action None.

305020

Error Message `%ASA-3-305020: MAP node with address ip is not allowed to use port port`

Explanation A packet has an address that matches MAP basic mapping rules (meaning it is meant to be translated) but the associated port does not fall within the range allocated to that address. This likely means there is misconfiguration on the MAP node where this packet originates.

Example:

```
%ASA-3-305020: MAP node with address 2001:DB8:0000:0000:0000:0000:0000:0002 is not allowed
 to use port 37964\n
```

Recommended Action None.

305021

Error Message `%ASA-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:

```
%ASA-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 `%ASA-4-305022: Cluster unit unit_name has been allocated num_of_port_blocks port-blocks from ip_address on interface interface_name 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

```
%ASA-4-305022: Cluster unit ASA-4 has been allocated 0 port blocks for PAT usage. All units
should have at least 32 port blocks.
```

```
%ASA-4-305022: Cluster unit ASA-4 has been allocated 12 port blocks for PAT usage. All units
should have at least 32 port blocks.
```

Recommended Action None.

305023

Error Message `%ASA-3-305023: Unable to create TCP connection from inside:<ip/port> to outside:<ip/port> due to IP port block exhaustion in PAT pool pool_name IP port_address.`

Explanation This message is generated when the device could not create a new connection because the PAT pool was exhausted.

Recommended Action None.

308001

Error Message `%ASA-6-308001: Console enable password incorrect for` *`number`* `tries (from` *`IP_address`*`)`

Explanation This is a Secure Firewall ASA 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 `%ASA-4-308002: static` *`global_address inside_address`* `netmask` *`netmask`* `overlapped with` *`global_address inside_address`* `netmask` *`netmask`*

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.

308003

Error Message `%ASA-4-308003: WARNING: The enable password is not configured`

Explanation When entering enable mode (privilege level 2 or greater), you are forced to configure the enable password for privilege level 15 when the enable password is not already set.

Recommended Action Set the enable password. The permitted length of password is between 3 and 15.

308004

Error Message `%ASA-4-308004: The enable password has been configured by user` *`admin`*

Explanation You have configured the enable password for the first time. This message will not be displayed when you are modifying an existing enable password.

Recommended Action None.

311001

Error Message `%ASA-6-311001: LU loading standby start`

Explanation Stateful Failover update information was sent to the standby Secure Firewall ASA when the standby Secure Firewall ASA is first to be online.

Recommended Action None required.

311002

Error Message `%ASA-6-311002: LU loading standby end`

Explanation Stateful Failover update information stopped sending to the standby Secure Firewall ASA.

Recommended Action None required.

311003

Error Message `%ASA-6-311003: LU recv thread up`

Explanation An update acknowledgment was received from the standby Secure Firewall ASA.

Recommended Action None required.

311004

Error Message `%ASA-6-311004: LU xmit thread up`

Explanation A Stateful Failover update was transmitted to the standby Secure Firewall ASA.

Recommended Action None required.

312001

Error Message `%ASA-6-312001: RIP hdr failed from IP_address: cmd=string, version=number, domain=string on interface interface_name`

Explanation The Secure Firewall ASA 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 ASA.

Recommended Action None required.

313001

Error Message `%ASA-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 ASA discards the ICMP packet and generates this message. The **icmp** command enables or disables pinging to an interface. With pinging disabled, the Secure Firewall ASA 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-1 `%ASA-4-313004: Denied ICMP type=icmp_type, from laddr source_ip_address on interface interface_name to destination_ip_address: no matching session`

Error Message-2 `%ASA-4-313004: Denied ICMP type=icmp_type, from laddr source_ip_address on interface shared physical_interface_name to destination_ip_address: no matching session`

Explanation ICMP packets were dropped by the Secure Firewall ASA 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 ASA or ICMP error messages not related to any TCP, UDP, or ICMP session already established in the Secure Firewall ASA.

Recommended Action None required.

313005

Error Message `%ASA-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=.`

Explanation ICMP error packets were dropped by the Secure Firewall ASA because the ICMP error messages are not related to any session already established in the Secure Firewall ASA.

Recommended Action Review the Original IP Payload information embedded in the message. Inspect the original source and destination and verify if it is a valid packet in your network. If the packet is valid and as expected, you can ignore the message. If the cause is an attack, you can deny the host by using ACLs.

313008

Error Message `%ASA-3-313008: Denied IPv6-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 ICMPv6 packet continues processing. If the first matched entry is a deny entry, or an entry is not matched, the Secure Firewall ASA 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 ASA 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 `%ASA-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 `%ASA-6-314001: Pre-allocate RTSP UDP backconnection for src_intf:src_IP to dst_intf:dst_IP/dst_port.`

Explanation The Secure Firewall ASA 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 `%ASA-6-314002: RTSP failed to allocate UDP media connection from src_intf:src_IP to dst_intf:dst_IP/dst_port reason: reason_string.`

Explanation The Secure Firewall ASA 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 ASA is low on memory.

314003

Error Message `%ASA-6-314003: Dropped RTSP traffic from src_intf:src_ip, reason: reason`

Explanation The RTSP message violated the user-configured RTSP security policy, either because it contains a port from the reserve port range, or it contains a URL with a length greater than the maximum limit allowed.

- *src_intf* —Source interface name
- *src_IP* —Source interface IP address
- *reason* —The reasons may be one of the following:

- Endpoint negotiating media ports in the reserved port range from 0 to 1024

- URL length of *url length* bytes exceeds the maximum *url length limit* bytes

Recommended Action Investigate why the RTSP client sends messages that violate the security policy. If the requested URL is legitimate, you can relax the policy by specifying a longer URL length limit in the RTSP policy map.

314004

Error Message `%ASA-6-314004: RTSP client src_intf:src_IP accessed RTSP URL RTSP_URL`

Explanation An RTSP client tried to access an RTSP server.

- *src_intf* —Source interface name
- *src_IP* —Source interface IP address
- *RTSP URL* —RTSP server URL

Recommended Action None required.

314005

Error Message `%ASA-6-314005: RTSP client src_intf:src_IP denied access to RTSP URL RTSP_URL.`

Explanation An RTSP client tried to access a prohibited site.

- *src_intf* —Source interface name
- *src_IP* —Source interface IP address
- *RTSP_URL* —RTSP server URL

Recommended Action None required.

314006

Error Message `%ASA-6-314006: RTSP client src_intf:src_IP exceeds configured rate limit of rate for request_method message`

Explanation A specific RTSP request message exceeded the configured rate limit of RTSP policy.

- *src_intf* —Source interface name
- *src_IP* —Source interface IP address
- *rate* —Configured rate limit
- *request_method* —Type of request message

Recommended Action Investigate why the specific RTSP request message from the client exceeded the rate limit.

315004

Error Message `%ASA-3-315004: Fail to establish SSH session because RSA host key retrieval failed.`

Explanation The ASA cannot find the RSA host key, which is required for establishing an SSH session. The ASA host key may be absent because it was not generated or because the license for this ASA does not allow DES or 3DES encryption.

Recommended Action From the ASA console, enter the **show crypto key mypubkey rsa** command to verify that the RSA host key is present. If the host key is not present, enter the **show version** command to verify that DES or 3DES is allowed. If an RSA host key is present, restart the SSH session. To generate the RSA host key, enter the **crypto key mypubkey rsa** command.

315011

Error Message-1 `%ASA-6-315011: SSH session from remote_ip_address on interface interface_name for user \'user_name\' terminated normally`

Error Message-2 `%ASA-6-315011: SSH session from remote_ip_address on interface interface_name for user \'user_name\' terminated`

Error Message-3 `%ASA-6-315011: SSH session from remote_ip_address on interface interface_name for user \'user_name\' disconnected by SSH server, reason: \'reason_string\' (reason_state)`

Explanation An SSH session has ended. If a user enters **quit** or **exit**, the **terminated normally** message appears. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured. If the session disconnected for another reason, the text describes the reason. The following table lists the possible reasons why a session is disconnected.

Table 2: SSH Disconnect Reasons

Text String	Explanation	Action
Bad checkbytes	A mismatch was detected in the check bytes during an SSH key exchange.	Restart the SSH session.
CRC check failed	The CRC value computed for a particular packet does not match the CRC value embedded in the packet; the packet is bad.	None required. If this message persists, call Cisco TAC.
Decryption failure	Decryption of an SSH session key failed during an SSH key exchange.	Check the RSA host key and try again.
Format error	A nonprotocol version message was received during an SSH version exchange.	Check the SSH client, to ensure it is a supported version.
Internal error	This message indicates either an error internal to SSH on the ASA or an RSA key may not have been entered on the ASA or cannot be retrieved.	From the ASA console, enter the **show crypto key mypubkey rsa** command to verify that the RSA host key is present. If the host key is not present, enter the **show version** command to verify that DES or 3DES is allowed. If an RSA host key is present, restart the SSH session. To generate the RSA host key, enter the **crypto key mypubkey rsa** command.
Invalid cipher type	The SSH client requested an unsupported cipher.	Enter the **show version** command to determine which features your license supports, then reconfigure the SSH client to use the supported cipher.
Invalid message length	The length of SSH message arriving at the ASA exceeds 262,144 bytes or is shorter than 4096 bytes. The data may be corrupted.	None required.
Invalid message type	The ASA received a non-SSH message, or an unsupported or unwanted SSH message.	Check whether the peer is an SSH client. If it is a client supporting SSHv1, and this message persists, from the ASA serial console enter the **debug ssh** command and capture the debugging messages. Then contact the Cisco TAC.

Text String	Explanation	Action
Out of memory	This message appears when the ASA cannot allocate memory for use by the SSH server, probably when the ASA is busy with high traffic.	Restart the SSH session later.
Rejected by server	User authentication failed.	Ask the user to verify username and password.
Reset by client	An SSH client sent the SSH_MSG_DISCONNECT message to the ASA.	None required.
status code: **hex** (**hex**)	Users closed the SSH client window (running on Windows) instead of entering **quit** or **exit** at the SSH console.	None required. Encourage users to exit the client gracefully instead of just exiting.
Terminated by operator	The SSH session was terminated by entering the **ssh disconnect** command at the ASA console.	None required.
Time-out activated	The SSH session timed out because the duration specified by the ssh timeout command was exceeded.	Restart the SSH connection. You can use the ssh timeout command to increase the default value of 5 minutes up to 60 minutes if required.

Recommended Action None required.

315012

Error Message `%ASA-3-315012: Weak SSH type (alg) provided from client 'IP_address' on interface Int. Connection failed. Not FIPS 140-2 compliant`

Explanation As part of the FIPS 140-2 certification, when FIPS is enabled, SSH connections can only be brought up using aes128-cbc or aes256-cbc as the cipher and SHA1 as the MAC. This syslog is generated when an unacceptable cipher or MAC is used. This syslog will not be seen if FIPS mode is disabled.

- *type* —cipher or MAC
- *alg* —The name of the unacceptable cipher or MAC
- *IP_address* —The IP address of the client
- *int* —The interface that the client is attempting to connect to

Recommended Action Provide an acceptable cipher or MAC

315013

Error Message `%ASA-6-315013: SSH session from SSH_client_address on interface interface_name for user "user_name" rekeyed successfully`

Explanation This syslog is needed to indicate that an SSH rekey has successfully completed. This is a Common Criteria certification requirement.

- *SSH_client_address* —The IP address of the client
- *interface_name* —The interface that the client is attempting to connect to
- user_name—The user name associated with the session

Recommended Action None

316001

Error Message `%ASA-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 `%ASA-3-316002: VPN Handle error: protocol=protocol, src in_if_num:src_addr, dst out_if_num:dst_addr.`

Explanation The Secure Firewall ASA 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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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.

317012

Error Message `%ASA-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.

318001

Error Message `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-3-318103: Reached unknown state in neighbor state machine`

Explanation An internal software error has occurred.

Recommended Action None required.

318104

Error Message `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-3-318120: OSPFv3 was unable to register with IPsec`

Explanation An internal error has occurred.

Recommended Action None required.

318121

Error Message `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-3-318127: Could not allocate or find the neighbor`

Explanation An internal error has occurred.

Recommended Action None required.

319001

Error Message `%ASA-3-319001: Acknowledge for arp update for IP address dest_address to NPnumber not received.`

Explanation The ARP process in the ASA lost internal synchronization because the ASA was overloaded.

Recommended Action None required. The failure is only temporary. Check the average load of the ASA and make sure that it is not used beyond its capabilities.

319002

Error Message `%ASA-3-319002: Acknowledge for route update for IP address dest_address to NPnumber not received.`

Explanation The routing module in the ASA lost internal synchronization because the ASA was overloaded.

Recommended Action None required. The failure is only temporary. Check the average load of the ASA and make sure that it is not used beyond its capabilities.

319003

Error Message `%ASA-3-319003: Arp update for IP address address to NPn failed.`

Explanation When an ARP entry has to be updated, a message is sent to the network processor (NP) in order to update the internal ARP table. If the module is experiencing high utilization of memory or if the internal table is full, the message to the NP may be rejected and this message generated.

Recommended Action Verify if the ARP table is full. If it is not full, check the load of the module by reviewing the CPU utilization and connections per second. If CPU utilization is high and/or there is a large number of connections per second, normal operations will resume when the load returns to normal.

319004

Error Message `%ASA-3-319004: Route update for IP address dest_address to NPnumber failed.`

Explanation The routing module in the ASA lost internal synchronization because the system was overloaded.

Recommended Action None required. The failure is only temporary. Check the average load of the system and make sure that it is not used beyond its capabilities.

Messages 320001 to 342008

This chapter includes messages from 320001 to 342008.

320001

Error Message `%ASA-3-320001: The subject name of the peer cert is not allowed for connection`

Explanation When the Secure Firewall ASA 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 ASA.

Recommended Action None required.

321001

Error Message `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 ASA may be overloaded or running into another issue that needs additional investigation.

322001

Error Message `%ASA-3-322001: Deny MAC address MAC_address, possible spoof attempt on interface interface`

Explanation The Secure Firewall ASA 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 `%ASA-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 ASA. 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 `%ASA-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 ASA. 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 `%ASA-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 ASA 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 `%ASA-3-323001: Module module_id experienced a control channel communication failure.`

`%ASA-3-323001: Module in  slot slot_num  experienced a control channel communications failure.`

Explanation The Secure Firewall ASA 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 `%ASA-3-323002: Module module_id is not able to shut down, shut down request not answered.`

`%ASA-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 `%ASA-3-323003: Module module_id is not able to reload, reload request not answered.`

`%ASA-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 `%ASA-3-323004: Module in slot string_one failed to write software vnewver (currently vver), 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-1 `%ASA-3-323005: Module syslog_string can not be started completely.`

Error Message-2 `%ASA-3-323005: Module syslog_string powerfail recovery is in progress.`

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.

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 ASA 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 `%ASA-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 ASA was unable to forward traffic to the services module. This failure triggers a failover when the failure occurs on the active Secure Firewall ASA 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 ASA 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 `%ASA-3-323007: Module in slot slot experienced a firmware failure and the recovery is in progress.`

Explanation An Secure Firewall ASA 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 ASA has detected that the 4GE-SSM is unresponsive, and automatically restarts the 4GE-SSM.

Recommended Action None required.

324000

Error Message `%ASA-3-324000: Drop GTP message msg_type Flow:(source_interface:source_address/source_port to dest_interface:dest_address/dest_port) Reason: reason`

Explanation The packet being processed did not meet the filtering requirements as described in the **reason** variable and is being dropped.

Recommended Action None required.

324001

Error Message 1 `%ASA-3-324001: GTP<version> packet parsing error from source_interface :source_address /source_port to dest_interface :dest_address /dest_port , TID: tid_value , Reason: reason`

There was an error processing the GTP packet. The following are possible reasons:

- Mandatory IE is missing
- Mandatory IE incorrect
- IE out of sequence
- Invalid message format.
- Optional IE incorrect
- Invalid TEID
- Unknown IE
- Bad length field
- Unknown GTP message.
- Message too short
- Unexpected message seen
- Null TID
- Version not supported

Recommended Action If the parser error message is seen periodically, it can be ignored. If it is seen frequently, then the endpoint may be sending out bad packets as part of an attack.

Error Message 2 `%ASA-3-324001: GTP<version> packet parse INFO:MsgType:message type code (message code value) - TEID:tid_value MCB INFO - Local-GSN:IP address, Remote-GSN:IP address. - Flow:(source_interface: source_address /source_port to gn:dest_address /dest_port)`

The same log message ID is utilized for info level logs when parsing GTP packets:

Example `%ASA-3-324001: GTPv2 PKT Parse INFO:MsgType:34 (Modify Bearer Request) - TEID:0xaaaaaaaa MCB INFO - Local-GSN:192.168.1.224, Remote-GSN:192.168.2.20. - Flow:(outside:192.168.2.20/12035 to gn:192.168.1.224/2123)`

Recommended Action None.

324002

Error Message `%ASA-3-324002: No PDP[MCB] exists to process GTPv0 msg_type from source_interface :source_address /source_port to dest_interface :dest_address /dest_port , TID: tid_value`

Explanation If this message was preceded by message 321100, memory allocation error, the message indicates that there were not enough resources to create the PDP context. If not, it was not preceded by message 321100. For version 0, it indicates that the corresponding PDP context cannot be found. For version 1, if this message was preceded by message 324001, then a packet processing error occurred, and the operation stopped.

Recommended Action If the problem persists, determine why the source is sending packets without a valid PDP context.

324003

Error Message `%ASA-3-324003: msg_type - Flow:(source_interface:source_address/source_port to dest_interface:dest_address/dest_port)`

Explanation The response received does not have a matching request in the request queue and should not be processed further.

Recommended Action If this message is seen periodically, it can be ignored. But if it is seen frequently, then the endpoint may be sending out bad packets as part of an attack.

324004

Error Message `%ASA-3-324004: GTP packet with version Ver_number from source_interface:source_address/source_port to dest_interface:dest_address/dest_port not supported`

Explanation The packet being processed has a version other than the currently supported version, which is 0 or 1. If the version number printed out is an incorrect number and is seen frequently, then the endpoint may be sending out bad packets as part of an attack.

Recommended Action None required.

324005

Error Message `%ASA-3-324005: Unable to create tunnel from source_interface:source_address/source_port to dest_interface:dest_address/dest_port`

Explanation An error occurred while trying to create the tunnel for the transport protocol data units.

Recommended Action If this message occurs periodically, it can be ignored. If it repeats frequently, contact the Cisco TAC.

324006

Error Message `%ASA-3-324006: GSN IP_address tunnel limit tunnel_limit exceeded, PDP Context TID tid creation failed`

Explanation The GPRS support node sending the request has exceeded the maximum allowed tunnels created, so no tunnel will be created.

Recommended Action Check to see whether the tunnel limit should be increased or if there is a possible attack on the network.

324007

Error Message `%ASA-3-324007: Unable to create GTP connection for response from source_address/0 to 0/dest_address`

Explanation An error occurred while trying to create the tunnel for the transport protocol data units for a differentsServicing GPRS support node or gateway GPRS support node.

Recommended Action Check debugging messages to see why the connection was not created correctly. If the problem persists, contact the Cisco TAC.

324008

Error Message `%ASA-3-324008: No PDP exists to update the data sgsn[ggsn] PDPMCB Info,PDPMCB Info TEID: teid_value, PDP TID: teid_value, Local GSN: IPaddress (VPIfNum), Remote GSN: IPaddress (VPIfNum)`

Explanation When a GTP HA message is received on the standby unit to update the PDP with data sgsn/ggsn PDPMCB information, the PDP is not found because of a previous PDP update message that was not successfully delivered or successfully processed on the standby unit.

Recommended Action If this message occurs periodically, you can ignore it. If it occurs frequently, contact the Cisco TAC.

324010

Error Message `%ASA-5-324010: Subscriber IMSI PDP Context activated on network mcc`

Explanation

This message appears when the PDP Context is activated. MCC is always 3 digits and MNC is 2 or 3 digits.

Note The MCC, MNC, IE type, or Cell ID could be "Unknown" if the packet does not contain the location information IEs.

Example:

```
%ASA-5-324010: Subscriber ID PDP Context activated on network MCC/MNC 11122 (v1 RAI/v1 ULI)
 CellID 1
```

```
%ASA-5-324010: Subscriber ID PDP Context activated on network Unknown
```

Recommended Action None

324011

Error Message `%ASA-5-324011: Subscriber IMSI location changed during mcc from mnc IE_type`

Explanation

A message appears when the location has changed. MCC is always 3 digits and MNC is 2 or 3 digits. This change could be triggered by handoff or a subsequent create request after the PDP is created and that the previous create request on ASA expired.

Note The MCC, MNC, IE type, or Cell ID could be "Unknown" if the packet does not contain the location information IEs.

Example:

```
%ASA-5-324011: Subscriber ID location changed during v1 handoff from MCC/MNC 11122 (v1
RAI/v1 ULI-CGI) CellID 1 to MCC/MNC 111222 (v1 RAI/v1 ULI-CGI) CellID 2
```

```
%ASA-5-324011: Subscriber ID location changed during v1 handoff from MCC/MNC 11122 (v2 ULI)
 CellID 1 to Unknown
```

```
%ASA-5-324011: Subscriber ID location changed during v1 handoff from Unknown to MCC/MNC
11122 (v1 RAI) CellID 1
```

Recommended Action None

324012

Error Message `%ASA-5-324012: GTP_PARSE: GTP_IE_TYPE[GTP_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

324300

Error Message `%ASA-3-324300: Radius Accounting Request from from_addr has an incorrect request authenticator`

Explanation When a shared secret is configured for a host, the request authenticator is verified with that secret. If it fails, it is logged and packet processing stops.

- *from_addr* —The IP address of the host sending the RADIUS accounting request

Recommended Action Check to see that the correct shared secret was configured. If it is, double-check the source of the packet to make sure that it was not spoofed.

324301

Error Message `%ASA-3-324301: Radius Accounting Request has a bad header length hdr_len, packet length pkt_len`

Explanation The accounting request message has a header length that is not the same as the actual packet length, so packet processing stops.

- *hdr_len* —The length indicated in the request header
- *pkt_len* —The actual packet length

Recommended Action Make sure the packet was not spoofed. If the packet is legitimate, then capture the packet and make sure the header length is incorrect, as indicated by the message. If the header length is correct, and if the problem persists, contact the Cisco TAC.

324302

Error Message `%ASA-4-324302: Server=IPaddr:port, ID=id: Rejecting the RADIUS response: Reason.`

Explanation This message is generated when RADIUS response is rejected either because the required message-authenticator payload is missing in the response or if the Message-Authenticator payload failed validation check.

- **IPaddr:port**—RADIUS server IP address and port
- **id**—RADIUS request ID
- **Reason**—Reason why the RADIUS response is rejected:
  - Required Message-Authenticator Payload Missing
  - Message-Authenticator payload failed validation check

Recommended Action None.

324303

Error Message `%ASA-6-324303: Server=IPaddr:port ID=id The RADIUS server supports and included the Message-Authenticator payload in its response. To prevent Man-In-The-Middle attacks, consider enabling ' message-authenticator' on the aaa-server-group configuration for this server as a security best practice.`

ExplanationThis message is generated to convey that the RADIUS server supports and included Message-authenticator payload in the RADIUS response. Also, provides best security practices that is configurable and could disable this syslog.

- **IPaddr:port**—RADIUS server IP address and port
- **id**—RADIUS request ID

In addition, this syslog is rate-limited to report not more than 10 syslog messages in a 5-minute interval window by default. You can configure custom rate-limit interval and count through CLI.

To view the existing rate limits, use:

```
show running-configuration all logging | grep 324303
```

To configure a custom value, use:

```
logging rate-limit 10 300 message 324303
```

Recommended Action Configure message-authenticator-required CLI under AAA server configuration.

325001

Error Message `%ASA-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 `%ASA-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.

325004

Error Message `%ASA-4-325004: IPv6 Extension Header` *`hdr_type action`* `by configuration.` *`protocol`* `from` *`src_int`*`:`*`src_ipv6_addr/src_port`* `to` *`dst_interface`*`:`*`dst_ipv6_addr/dst_port`*

Explanation A user has configured one or multiple actions over the specified IPv6 header extension.

- *hdr_type* —Can be one of the following values:

ah—Configured action over the AH extension header

count—Configured action over the number of extension headers

destination-option—Configured action over the destination option extension header

esp—Configured action over the ESP extension header

fragment—Configured action over the fragment extension header

hop-by-hop—Configured action over the hop-by-hop extension header

routing-address count—Configured action over the number of addresses in the routing extension header

routing-type—Configured action over the routing type extension header

- *action* —Can be one of the following values:

denied—The packet is denied.

denied/logged—The packet is denied and logged.

logged—The packet is logged.

Recommended Action If the configured action is not expected, under the **policy-map** command, check the action in the **match header extension_header_type** command and the **parameters** command, and make the correct changes. For example:

```
ciscoasa (config)# policy-map type inspect ipv6 pname
ciscoasa (config-pmap)# parameters
ciscoasa (config-pmap-p)# no match header extension_header_type
 ! to remove the configuration
```

```
ciscoasa (config-pmap-p)# no drop ! so packets with the specified extension_header_type
are not dropped
ciscoasa (config-pmap-p)# no log ! so packets with the specified extension_header_type
are not logged
ciscoasa (config-pmap-p)# no drop log ! so packets with the specified extension_header_type

are not dropped or logged
```

325005

Error Message `%ASA-4-325005: Invalid IPv6 Extension Header Content:`*`string`*`.`
`detail_regarding_protocol` `from` *`ingress_interface`*`:`*`IP`*`/`*`port`* `to` *`egress_interface`*`:`*`IP`*`/`*`port`*

Explanation An IPv6 packet with a bad extension header has been detected.

- *string* —Can be one of the following values:

- wrong extension header order

- duplicate extension header

- routing extension header

Recommended Action Configure the **capture** command to record the dropped packet, then analyze the cause of the dropped packet. If the validity check of the IPv6 extension header can be ignored, disable the validity check in the IPv6 policy map by entering the following commands:

```
ciscoasa (config)# policy-map type inspect ipv6 policy_name
ciscoasa (config-pmap)# parameters
ciscoasa (config-pmap-p)# no verify-header type
```

325006

Error Message `%ASA-4-325006: IPv6 Extension Header not in order: Type` *`hdr_type`* `occurs after Type` *`hdr_type`*`.` *`prot`* `from` *`src_int`*`:`*`src_ipv6_addr`*`/`*`src_port`* `to`
`dst_interface``:`*`dst_ipv6_addr`*`/`*`dst_port`*

Explanation An IPv6 packet with out-of-order extension headers has been detected.

Recommended Action Configure the **capture** command to record the dropped packet, then analyze the extension header order of the dropped packet. If out-of-order header extensions are allowed, disable the out-of-order check in the IPv6 type policy map by entering the following commands:

```
ciscoasa (config)# policy-map type inspect ipv6 policy_name
ciscoasa (config-pmap)# parameters
ciscoasa (config-pmap-p)# no verify-header order
```

326001

Error Message `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 ASA 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 ASA. If the problem persists, contact the Cisco TAC.

331002

Error Message `%ASA-5-331002: Dynamic DNS type RR for 'fqdn_name' -> 'ip_address ' successfully updated in DNS server ip_address`

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 `%ASA-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 `%ASA-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 `%ASA-5-332003: Web Cache IP_address/service_ID acquired`

Explanation A service from the web cache of the Secure Firewall ASA was acquired.

- **IP_address**—The IP address of the web cache
- **service_ID**—The WCCP service identifier

Recommended Action None required.

332004

Error Message `%ASA-1-332004: Web Cache IP_address/service_ID lost`

Explanation A service from the web cache of the Secure Firewall ASA 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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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.

335001

Error Message `%ASA-6-335001: NAC session initialized - host-address`

Explanation A NAC session has started for 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.

335002

Error Message `%ASA-5-335002: Host is on the NAC Exception List - host-address , OS: oper-sys`

Explanation The client is on the NAC Exception List and is therefore not subject to posture validation.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.1.1.1)
- *oper-sys* —The operating system (for example, Windows XP) of the host

Recommended Action None required.

335003

Error Message `%ASA-5-335003: NAC Default ACL applied, ACL:ACL-name - host-address`

Explanation The NAC default ACL has been applied for the client.

- *ACL-name* —The name of the ACL being applied
- *host-address* —The IP address of the host in dotted decimal format (for example, 10.1.1.1)

Recommended Action None required.

335004

Error Message `%ASA-6-335004: NAC is disabled for host - host-address`

Explanation NAC is disabled for the remote host.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.1.1.1)

Recommended Action None required.

335005

Error Message `%ASA-4-335005: NAC Downloaded ACL parse failure - host-address`

Explanation Parsing of a downloaded ACL failed.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.1.1.1)

Recommended Action Verify the configuration of the Cisco Secure Access Control Server.

335006

Error Message `%ASA-6-335006: NAC Applying ACL: ACL-name - host-address`

Explanation The name of the ACL that is being applied as a result of NAC posture validation.

- *ACL-name* —The name of the ACL being applied
- *host-address* —The IP address of the host in dotted decimal format (for example, 10.1.1.1)

Recommended Action None required.

335007

Error Message `%ASA-7-335007: NAC Default ACL not configured - host-address`

Explanation A NAC default ACL has not been configured.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.1.1.1)

Recommended Action None required.

335008

Error Message `%ASA-5-335008: NAC IPsec terminate from dynamic ACL: ACL-name - host-address`

Explanation A dynamic ACL obtained as a result of PV requires IPsec termination.

- *ACL-name* —The name of the ACL being applied
- *host-address* —The IP address of the host in dotted decimal format (for example, 10.1.1.1)

Recommended Action None required.

335009

Error Message `%ASA-6-335009: NAC Revalidate request by administrative action - host-address`

Explanation A NAC Revalidate action was requested by the administrator.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.1.1.1)

Recommended Action None required.

335010

Error Message `%ASA-6-335010: NAC Revalidate All request by administrative action - num sessions`

Explanation A NAC Revalidate All action was requested by the administrator.

- *num* —A decimal integer that indicates the number of sessions to be revalidated

Recommended Action None required.

335011

Error Message `%ASA-6-335011: NAC Revalidate Group request by administrative action for group-name group - num sessions`

Explanation A NAC Revalidate Group action was requested by the administrator.

- *group-name* —The VPN group name
- *num* —A decimal integer that indicates the number of sessions to be revalidated

Recommended Action None required.

335012

Error Message `%ASA-6-335012: NAC Initialize request by administrative action - host-address`

Explanation A NAC Initialize action was requested by the administrator.

- *host-address* —The IP address of the host in dotted decimal format (for example, 10.1.1.1)

Recommended Action None required.

335013

Error Message `%ASA-6-335013: NAC Initialize All request by administrative action - num sessions`

Explanation A NAC Initialize All action was requested by the administrator.

- *num* —A decimal integer that indicates the number of sessions to be revalidated

Recommended Action None required.

335014

Error Message `%ASA-6-335014: NAC Initialize Group request by administrative action for group-name group - num sessions`

Explanation A NAC Initialize Group action was requested by the administrator.

- *group-name* —The VPN group name
- *num* —A decimal integer that indicates the number of sessions to be revalidated

Recommended Action None required.

336001

Error Message `%ASA-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 `%ASA-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 `%ASA-3-336003: No buffers available for bytes byte packet`

Explanation The DUAL software was unable to allocate a packet buffer. The Secure Firewall ASA may be out of memory.

- *bytes* —Number of bytes in the packet

Recommended Action Check to see if the Secure Firewall ASA is out of memory by entering the **show mem** or **show tech** command. If the problem persists, contact the Cisco TAC.

336004

Error Message `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-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..

338001

Error Message `%ASA-4-338001: Dynamic Filter monitored blacklisted 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, threat-level: level_value, category: category_name`

Explanation Traffic from a domain, which is on an block list in the dynamic filter database, has appeared. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action Access to a malicious site has been logged. Use the internal IP address to trace the infected machine, or enter the **dynamic-filter drop blacklist** command to automatically drop such traffic.

338002

Error Message `%ASA-4-338002: Dynamic Filter monitored blacklisted 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*, threat-level: *level_value*, category: *category_name*

Explanation Traffic to a domain, which is on an block list in the dynamic filter database, has appeared. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action Access to a malicious site has been logged. Use the internal IP address to trace the infected machine, or enter the **dynamic-filter drop blacklist** command to automatically drop such traffic.

338003

Error Message %ASA-4-338003: Dynamic Filter *monitored* blacklisted *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: *ip_address*/*netmask*, threat-level: *level_value*, category: *category_name*

Explanation Traffic from an IP address, which is on an block list in the dynamic filter database, has appeared. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action Access to a malicious site has been logged. Use the internal IP address to trace the infected machine, or enter the **dynamic-filter drop blacklist** command to automatically drop such traffic.

338004

Error Message %ASA-4-338004: Dynamic Filter *monitored* blacklisted *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*, threat-level: *level_value*, category: *category_name*

Explanation Traffic to an IP address, which is on an block list in the dynamic filter database, has appeared. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action Access to a malicious site has been logged. Use the internal IP address to trace the infected machine, or enter the dynamic-filter drop command to automatically drop such traffic.

338005

Error Message %ASA-4-338005: Dynamic Filter *dropped* blacklisted *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*, threat-level: *level_value*, category: *category_name*

Explanation Traffic from a domain name, which is on an block list in the dynamic filter database, was denied. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action None required.

338006

Error Message `%ASA-4-338006: Dynamic Filter dropped blacklisted 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, threat-level: level_value, category: category_name`

Explanation Traffic to a domain, which is on an block list in the dynamic filter database, was denied. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action None required.

338007

Error Message `%ASA-4-338007: Dynamic Filter dropped blacklisted 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: ip_address/netmask, threat-level: level_value, category: category_name`

Explanation Traffic from an IP address, which is on an block list in the dynamic filter database, was denied. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action None required.

338008

Error Message `%ASA-4-338008: Dynamic Filter dropped blacklisted 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, threat-level: level_value, category: category_name`

Explanation Traffic to an IP address, which is on an block list in the dynamic filter database, was denied. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action None required.

338101

Error Message `%ASA-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`

Explanation Traffic from a domain, which is on an allow list in the dynamic filter database, has appeared.

Recommended Action None required.

338102

Error Message `%ASA-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`

Explanation Traffic to a domain name, which is on an allow list in the dynamic filter database, has appeared.

Recommended Action None required.

338103

Error Message `%ASA-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 from local_or_dynamic list: ip_address/netmask`

Explanation Traffic from an IP address, which is on an allow list in the dynamic filter database, has appeared.

Recommended Action None required.

338104

Error Message `%ASA-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`

Explanation Traffic to an IP address, which is on an allow list in the dynamic filter database, has appeared.

Recommended Action None required.

338201

Error Message `%ASA-4-338201: Dynamic Filter monitored greylisted 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, threat-level: level_value, category: category_name`

Explanation Traffic from a domain, which is on a greylist in the dynamic filter database, has appeared. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action Access to a malicious site has been logged. Use the internal IP address to trace the infected machine, or enter the **dynamic-filter drop blacklist** command and the **dynamic-filter ambiguous-is-black** command to automatically drop such traffic.

338202

Error Message `%ASA-4-338202: Dynamic Filter monitored greylisted 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, threat-level: level_value, category: category_name`

Explanation Traffic to a domain name, which is on a gerylist in the dynamic filter database, has appeared. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action Access to a malicious site has been logged. Use the internal IP address to trace the infected machine, or enter the **dynamic-filter drop blacklist** command and the **dynamic-filter ambiguous-is-black** command to automatically drop such traffic.

338203

Error Message `%ASA-4-338203: Dynamic Filter dropped greylisted 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, threat-level: level_value, category: category_name`

Explanation Traffic from a greylisted domain name in the dynamic filter database was denied; however, the malicious IP address was also resolved to domain names that are unknown to the dynamic filter database. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action Access to a malicious site was dropped. If you do not want to automatically drop greylisted traffic whose IP address matches both unknown domain names, and domain names, which are on a block list, disable the **dynamic-filter ambiguous-is-black** command.

338204

Error Message `%ASA-4-338204: Dynamic Filter dropped greylisted 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, threat-level: level_value, category: category_name`

Explanation Traffic to a greylisted domain name in the dynamic filter database was denied; however, the malicious IP address was also resolved to domain names that are unknown to the dynamic filter database. The threat level is a string that shows one of the following values: none, very-low, low, moderate, high, and very-high. The category is a string that shows the reason why a domain name is on a block list (for example, botnet, Trojan, and spyware).

Recommended Action Access to a malicious site was dropped. If you do not want to automatically drop greylisted traffic whose IP address matches both unknown domain names, and domain names, which are on a block list, disable the **dynamic-filter ambiguous-is-black** command.

338301

Error Message `%ASA-4-338301: Intercepted DNS reply for name name from in_interface:src_ip_addr/src_port to out_interface:dest_ip_addr/dest_port, matched list`

Explanation A DNS reply that was present in an administrator's allow list, block list, or IronPort list was intercepted.

- *name*— The domain name
- *list* —The list that includes the domain name, administrator allow list, block list, or IronPort list

Recommended Action None required.

338302

Error Message `%ASA-5-338302: Address ipaddr discovered for domain name from list. Adding rule`

Explanation An IP address that was discovered from a DNS reply to the dynamic filter rule table was added.

- *ipaddr*— The IP address from the DNS reply
- *name*— The domain name
- *list* —The list that includes the domain name, administrator block list, or IronPort list

Recommended Action None required.

338303

Error Message `%ASA-5-338303: Address ipaddr (name)) timed out. Removing rule`

Explanation An IP address that was discovered from the dynamic filter rule table was removed.

- *ipaddr*— The IP address from the DNS reply
- *name*— The domain name

Recommended Action None required.

338304

Error Message `%ASA-6-338304: Successfully downloaded dynamic filter data file from updater server url`

Explanation A new version of the data file has been downloaded.

- *url* —The URL of the updater server

Recommended Action None required.

338305

Error Message `%ASA-3-338305: Failed to download dynamic filter data file from updater server url`

Explanation The dynamic filter database has failed to download.

- *url* —The URL of the updater server

Recommended Action Make sure that you have a DNS configuration on the ASA so that the updater server URL can be resolved. If you cannot ping the server from the ASA, check with your network administrator for the correct network connection and routing configuration. If you are still having problems, contact the Cisco TAC.

338306

Error Message `%ASA-3-338306: Failed to authenticate with dynamic filter updater server url`

Explanation The ASA failed to authenticate with the dynamic filter updater server.

- *url* —The URL of the updater server

Recommended Action Contact the Cisco TAC.

338307

Error Message `%ASA-3-338307: Failed to decrypt downloaded dynamic filter data file`

Explanation The downloaded dynamic filter database file failed to decrypt.

Recommended Action Contact the Cisco TAC.

338308

Error Message `%ASA-5-338308: Dynamic Filter updater server dynamically changed from old_server_host:old_server_port to new_server_host:new_server_port`

Explanation The ASA was directed to a new updater server host or port.

- *old_server_host* :*old_server_port* —The previous updater server host and port
- *new_server_host* :*new_server_port* —The new updater server host and port

Recommended Action None required.

338309

Error Message `%ASA-3-338309: The license on this device does not support dynamic filter updater feature`

Explanation The dynamic filter updater is a licensed feature; however, the license on the ASA does not support this feature.

Recommended Action None required.

338310

Error Message `%ASA-3-338310: Failed to update from dynamic filter updater server url,, reason: reason_string`

Explanation The ASA failed to receive an update from the dynamic filter updater server.

- *url*— The URL of the updater server
- *reason string* —The reason for the failure, which can be one of the following:

- Failed to connect to updater server

- Received invalid server response

- Received invalid server manifest

- Error in stored update file information

- Script error

- Function call error

- Out of memory

Recommended Action Check the network connection to the server. Try to ping the server URL, which is shown in the output of the **show dynamic-filter updater-client** command. Make sure that the port is allowed through your network. If the network connection is not the problem, contact your network administrator.

339001

Error Message `%ASA-3-339001: DNSCRYPT certificate update failed for <num_tries> tries.`

Explanation The DNSCrypt failed to receive a certificate update.

- *num_tries*— The number of times DNSCrypt failed to get a certificate update

Recommended Action Check for the following:

- If the route is setup for the Umbrella server.
- If the Umbrella server egress interface is up.
- If the correct Provider public key is used.

339002

Error Message `%ASA-3-339002: Umbrella device registration failed with error code <err_code>`

Explanation The umbrella device registration failed.

- *err_code*— The error code returned from the Umbrella Server.

Recommended Action If the error code is:

- 400 – There is a problem with the request format or content. The token is probably too short or corrupted. Verify if the token matches what is on the Umbrella Dashboard.

- 401 – The token is not authorized. If the token was refreshed on the Umbrella Dashboard, then the new token should be updated on ASA.
- 409 – The device id is conflicting with another organization. Contact the Umbrella Server Administrator.
- 500 – There is an internal server error. Contact the Umbrella Server Administrator.

339003

Error Message `%ASA-3-339003: Umbrella device registration was successful.`

Explanation Successful message for the umbrella device registration.

Recommended Action None.

339004

Error Message `%ASA-3-339004: Umbrella device registration failed due to missing token`

Explanation Umbrella device registration failed due to missing token.

Recommended Action Make sure the token is configured under the global “umbrella” submode.

339005

Error Message `%ASA-3-339005: Umbrella device registration failed after <num_tries> retries`

Explanation Umbrella device registration failed.

- *num_tries*— The number of times the device failed to register with the Umbrella Server.

Recommended Action Locate the error code in the syslog 339002 message. Refer the workaround for the 339002 syslog message and fix.

339006

Error Message `%ASA-3-339006: Umbrella resolver current_resolver_ipv46 is reachable. Resuming 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 `%ASA-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 `%ASA-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.

339010

Error Message `%ASA-6-339010: Umbrella API token request was successful.`

Explanation This message appears when the request for umbrella API token was successful.

Recommended Action None.

339011

Error Message `%ASA-3-339011: Umbrella API token request received no responses.`

Explanation This message appears when the request for umbrella API token has not received any response from the server.

Recommended Action None.

339012

Error Message `%ASA-3-339012: Umbrella API token request failed with error code error_code.`

Explanation This message appears when the request for umbrella API token has failed.

Recommended Action None.

339013

Error Message `%ASA-3-339013: Umbrella API token request failed in response processing.`

Explanation This message appears when the request for umbrella API token has failed while processing the response.

Recommended Action None.

339014

Error Message `%ASA-3-339014: Umbrella API token request failed after retry_number retries.`

Explanation This message appears when the request for umbrella API token has failed after retries.

Recommended Action None.

340001

Error Message `%ASA-3-340001: Vnet-proxy handshake error error_string - context_id (version)`

Explanation Loopback proxy allows third-party applications running on the Secure Firewall ASA 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 `%ASA-6-340002: Vnet-proxy data relay error error_string from context_id/version to request_type/address_type - client_address_internal (client_port_internal)`

Explanation Loopback proxy allows third-party applications running on the Secure Firewall ASA 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 `%ASA-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 `%ASA-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 `%ASA-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 `%ASA-3-341004: Storage device not available. Attempt to shutdown module module_name 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 ASA.

341005

Error Message `%ASA-3-341005: Storage device not available. Shutdown issued for module module_name.`

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 `%ASA-3-341006: Storage device not available. Failed to stop recovery of module module_name.`

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 ASA.

341007

Error Message `%ASA-3-341007: Storage device not available. Further recovery of module module_name 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 `%ASA-3-341008: Storage device not found. Auto-boot of module module_name 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 `%ASA-6-341010: Storage device with serial number ser_no [inserted_into|removed_from] bay bay_no`

Explanation The Secure Firewall ASA has detected insertion or removal events and generates this syslog message immediately.

Recommended Action None required.

341011

Error Message `%ASA-3-341011: Storage device with serial number ser_no in bay bay_no faulty`

Explanation The Secure Firewall ASA 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.

342001

Error Message `%ASA-7-342001: The REST API Agent was successfully started.`

Explanation The REST API Agent must be successfully started before a REST API Client can configure the ASA.

Recommended Action None.

342002

Error Message `%ASA-3-342002: REST API Agent failed, reason: reason.`

Explanation The REST API Agent could fail to start or crash for various reasons, and the reason is specified.

- *reason* —The cause for the REST API failure

Recommended Action The actions taken to resolve the issue vary depending on the reason logged. For example, the REST API Agent crashes when the Java process runs out of memory. If this occurs, you need to restart the REST API Agent. If the restart is not successful, contact the Cisco TAC to identify the root cause fix.

342003

Error Message `%ASA-3-342003: REST API Agent failure notification received. Agent will be restarted automatically.`

Explanation A failure notification from the REST API Agent has been received and a restart of the Agent is being attempted.

Recommended Action None.

342004

Error Message `%ASA-3-342004: Failed to automatically restart the REST API Agent after num unsuccessful attempts. Use the 'no rest-api agent' and 'rest-api agent' commands to manually restart the Agent.`

Explanation The REST API Agent has failed to start after many attempts.

Recommended Action See syslog %ASA-3-342002 (if logged) to better understand the reason behind the failure. Try to disable the REST API Agent by entering the **no rest-api agent** command and re-enable the REST API Agent using the **rest-api agent** command.

342005

Error Message `%ASA-7-342005: REST API image has been successfully installed.`

Explanation The REST API image must be successfully installed before starting the REST API Agent.

Recommended Action None.

342006

Error Message `%ASA-3-342006: Failed to install REST API image, reason: reason.`

Explanation The REST API image installation may fail, for one of the following reasons: version check failed, image verification failed, image file not found, out of space on flash or mount failed.

Recommended Action The administrator should fix the failure and try to install the image again using 'rest-api image <image>'.

342007

Error Message `%ASA-7-342007: REST API image has been successfully uninstalled.`

Explanation The old REST API image must be successfully uninstalled before a new one can be installed.

Recommended Action None.

342008

Error Message `%ASA-3-342008: Failed to uninstall REST API image, reason: reason.`

Explanation The REST API image could not be uninstalled for the following reasons- unmount failed or REST Agent is enabled.

Recommended Action The administrator should disable the REST Agent, before trying to uninstall the REST API image.