



Syslog Messages 722001 to 776020

This chapter contains the following sections:

- [Messages 722001 to 722056, on page 1](#)
- [Messages 723001 to 736001, on page 15](#)
- [Messages 737001 to 776254, on page 43](#)

Messages 722001 to 722056

This section includes messages from 722001 to 722056.

722001

Error Message %ASA-4-722001: IP *IP_address* Error parsing SVC connect request.

Explanation The request from the SVC was invalid.

Recommended Action Research as necessary to determine if this error was caused by a defect in the SVC, an incompatible SVC version, or an attack against the device.

722002

Error Message %ASA-4-722002: IP *IP_address* Error consolidating SVC connect request.

Explanation There is not enough memory to perform the action.

Recommended Action Purchase more memory, upgrade the device, or reduce the load on the device.

722003

Error Message %ASA-4-722003: IP *IP_address* Error authenticating SVC connect request.

Explanation The user took too long to download and connect.

Recommended Action Increase the timeouts for session idle and maximum connect time.

722004

Error Message %ASA-4-722004: Group *group* User *user-name* IP *IP_address* Error responding to SVC connect request.

Explanation There is not enough memory to perform the action.

Recommended Action Purchase more memory, upgrade the device, or reduce the load on the device.

722005

Error Message %ASA-5-722005: Group *group* User *user-name* IP *IP_address* Unable to update session information for SVC connection.

Explanation There is not enough memory to perform the action.

Recommended Action Purchase more memory, upgrade the device, or reduce the load on the device.

722006

Error Message %ASA-5-722006: Group *group* User *user-name* IP *ip_address* Invalid address *ip_address* assigned to SVC connection.

Explanation An invalid address was assigned to the user.

Recommended Action Verify and correct the address assignment, if possible. Otherwise, notify your network administrator or escalate this issue according to your security policy. For additional assistance, contact the Cisco TAC.

722007

Error Message %ASA-3-722007: Group *group* User *user-name* IP *IP_address* SVC Message: *type-num*/EMERGENCY: *message*.

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:
 - 0—Normal
 - 16—Logout
 - 17—Closed due to error
 - 18—Closed due to rekey
 - 1-15, 19-31—Reserved and unused
- **message**—A text message from the SVC

Recommended Action None required.

722008

Error Message %ASA-3-722008: Group *group* User *user-name* IP *IP_address* SVC Message: *type-num*/ALERT: *message*.

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal
- 16—Logout
- 17—Closed due to error
- 18—Closed due to rekey
- 1-15, 19-31—Reserved and unused

- **message**—A text message from the SVC

Recommended Action None required.

722009

Error Message %ASA-3-722009: Group *group* User *user-name* IP *IP_address* SVC Message: *type-num*/CRITICAL: *message*.

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal
- 16—Logout
- 17—Closed due to error
- 18—Closed due to rekey
- 1-15, 19-31—Reserved and unused

- **message**—A text message from the SVC

Recommended Action None required.

722010

Error Message %ASA-5-722010: Group *group* User *user-name* IP *IP_address* SVC Message: *type-num*/ERROR: *message*.

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:

- 0—Normal
- 16—Logout
- 17—Closed due to error
- 18—Closed due to rekey
- 1-15, 19-31—Reserved and unused

- **message**—A text message from the SVC

Recommended Action None required.

722011

Error Message %ASA-5-722011: Group *group* User *user-name* IP *IP_address* SVC Message: *type-num*/WARNING: *message*.

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:
 - 0—Normal
 - 16—Logout
 - 17—Closed due to error
 - 18—Closed due to rekey
 - 1-15, 19-31—Reserved and unused
- **message**—A text message from the SVC

Recommended Action None required.

722012

Error Message %ASA-5-722012: Group *group* User *user-name* IP *IP_address* SVC Message: *type-num*/NOTICE: *message*.

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:
 - 0—Normal
 - 16—Logout
 - 17—Closed due to error
 - 18—Closed due to rekey
 - 1-15, 19-31—Reserved and unused
- **message**—A text message from the SVC

Recommended Action None required.

722013

Error Message %ASA-6-722013: Group *group* User *user-name* IP *IP_address* SVC Message: *type-num*/INFO: *message*.

Explanation The SVC issued a message.

- **type-num**— A number from 0 to 31 indicating a message type. Message types are as follows:
 - 0—Normal
 - 16—Logout
 - 17—Closed due to error
 - 18—Closed due to rekey

- 1-15, 19-31—Reserved and unused
- **message**—A text message from the SVC

Recommended Action None required.

722014

Error Message %ASA-6-722014: Group *group* User *user-name* IP *IP_address* SVC Message: *type-num*/DEBUG: *message*.

Explanation The SVC issued a message.

- **type-num**—A number from 0 to 31 indicating a message type. Message types are as follows:
- 0—Normal.
- 16—Logout
- 17—Closed due to error
- 18—Closed due to rekey
- 1-15, 19-31—Reserved and unused

- **message**—A text message from the SVC

Recommended Action None required.

722015

Error Message %ASA-4-722015: Group *group* User *user-name* IP *IP_address* Unknown SVC frame type: *type-num*

Explanation The SVC sent an invalid frame type to the device, which might be caused by an SVC version incompatibility.

- **type-num**—The number identifier of the frame type

Recommended Action Verify the SVC version.

722016

Error Message %ASA-4-722016: Group *group* User *user-name* IP *IP_address* Bad SVC frame length: *length* expected: *expected-length*

Explanation The expected amount of data was not available from the SVC, which might be caused by an SVC version incompatibility.

Recommended Action Verify the SVC version.

722017

Error Message %ASA-4-722017: Group *group* User *user-name* IP *ip_address* Bad SVC framing: *xx.2Xxx.2Xxx.2X>*, reserved: *xx*

Explanation The SVC sent a badly framed datagram, which might be caused by an SVC version incompatibility.

Recommended Action Verify the SVC version.

722018

Error Message %ASA-4-722018: Group *group* User *user-name* IP *IP_address* Bad SVC protocol version: *version*, expected: *expected*

Explanation The SVC sent a version unknown to the device, which might be caused by an SVC version incompatibility.

Recommended Action Verify the SVC version.

722019

Error Message %ASA-4-722019: Group *group* User *user-name* IP *IP_address* Not enough data for an SVC header: *length*

Explanation The expected amount of data was not available from the SVC, which might be caused by an SVC version incompatibility.

Recommended Action Verify the SVC version.

722020

Error Message %ASA-3-722020: TunnelGroup *tunnel_group* GroupPolicy *group_policy* User *user-name* IP *IP_address* No address available for SVC connection

Explanation Address assignment failed for the AnyConnect session. No IP addresses are available.

- **tunnel_group**—The name of the tunnel group that the user was assigned to or used to log in
- **group_policy**—The name of the group policy that the user was assigned to
- **user-name**—The name of the user with which this message is associated
- **IP_address**—The public IP (Internet) address of the client machine

Recommended Action Check the configuration listed in the **ip local ip** command to see if enough addresses exist in the pools that have been assigned to the tunnel group and the group policy. Check the DHCP configuration and status. Check the address assignment configuration. Enable IPAA syslog messages to determine why the AnyConnect client cannot obtain an IP address.

722021

Error Message %ASA-3-722021: Group *group* User *user-name* IP *IP_address* Unable to start compression due to lack of memory resources

Explanation There is not enough memory to perform the action.

Recommended Action Purchase more memory, upgrade the device, or reduce the load on the device.

722022

Error Message %ASA-6-722022: Group *group-name* User *user-name* IP *addr* (TCP|UDP) SVC connection established (*with|without*) compression

Explanation The TCP or UDP connection was established with or without compression.

Recommended Action None required.

722023

Error Message %ASA-6-722023: Group *<group>* User *<user_name>* IP *<ip_address>* *conn_type* SVC connection terminated *with|without* compression

Explanation The SVC terminated either with or without compression.

Recommended Action None required.

722024

Error Message %ASA-6-722024: SVC Global Compression Enabled

Explanation Subsequent SVC connections will be allowed to perform tunnel compression if SVC compression is enabled in the corresponding user or group configuration.

Recommended Action None required.

722025

Error Message %ASA-6-722025: SVC Global Compression Disabled

Explanation Subsequent SVC connections will not be allowed to perform tunnel compression.

Recommended Action None required.

722026

Error Message %ASA-6-722026: Group *group* User *user-name* IP *IP_address* SVC compression history reset

Explanation A compression error occurred. The SVC and the ASA corrected it.

Recommended Action None required.

722027

Error Message %ASA-6-722027: Group *group* User *user-name* IP *IP_address* SVC decompression history reset

Explanation A decompression error occurred. The SVC and the ASA corrected it.

Recommended Action None required.

722028

Error Message %ASA-5-722028: Group *group* User *user-name* IP *IP_address* Stale SVC connection closed.

Explanation An unused SVC connection was closed.

Recommended Action None required. However, the client may be having trouble connecting if multiple connections are established. The SVC log should be examined.

722029

Error Message %ASA-7-722029: Group *group* User *user-name* IP *IP_address* SVC Session Termination: Conns: *connections*, DPD Conns: *DPD_conns*, Comp resets: *compression_resets*, Dcmp resets: *decompression_resets*.

Explanation The number of connections, reconnections, and resets that have occurred are reported. If **connections** is greater than 1 or the number of **DPD_conns**, **compression_resets**, or **decompression_resets** is greater than 0, it may indicate network reliability problems, which may be beyond the control of the Secure Firewall ASA administrator. If there are many connections or DPD connections, the user may be having problems connecting and may experience poor performance.

- **connections**—The total number of connections during this session (one is normal)
- **DPD_conns**—The number of reconnections due to DPD
- **compression_resets**—The number of compression history resets
- **decompression_resets**—The number of decompression history resets

Recommended Action The SVC log should be examined. You may want to research and take appropriate action to resolve possible network reliability problems.

722030

Error Message %ASA-7-722030: Group *group* User *user-name* IP *IP_address* SVC Session Termination: In: *data_bytes* (+*ctrl_bytes*) bytes, *data_pkts* (+*ctrl_pkts*) packets, *drop_pkts* drops.

Explanation End-of-session statistics are being recorded.

- **data_bytes**—The number of inbound (from SVC) data bytes
- **ctrl_bytes**—The number of inbound control bytes
- **data_pkts**—The number of inbound data packets
- **ctrl_pkts**—The number of inbound control packets
- **drop_pkts**—The number of inbound packets that were dropped

Recommended Action None required.

722031

Error Message %ASA-7-722031: Group *group* User *user-name* IP *IP_address* SVC Session Termination: Out: *data_bytes* (+*ctrl_bytes*) bytes, *data_pkts* (+*ctrl_pkts*) packets, *drop_pkts* drops.

Explanation End-of-session statistics are being recorded. The statistics include data bytes, control packet bytes, data packets, control packets, and dropped packets.

- **data_bytes**—The number of outbound (to SVC) data bytes
- **ctrl_bytes**—The number of outbound control bytes
- **data_pkts**—The number of outbound data packets
- **ctrl_pkts**—The number of outbound control packets
- **drop_pkts**—The number of outbound packets that were dropped

In some cases, the dropped packets count is more than the overall data and control packets because this syslog does not provide the break-down of the dropped packets. Few examples of such instances:

```
2020-09-30T09:06:09.254798+00:00 local4.err pgl22d-vpn116 %ASA-3-722031: Group <GP_1> User
<xxxxxxxxxxxxx.xxxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 800808 (+32)
bytes, 1957 (+4) packets, 3358 drops.
```

```
2020-09-30T08:53:11.359833+00:00 local4.err srr10c-vpn103 %ASA-3-722031: Group <GP_2> User
<xxxxxxxxxxxxx.xxxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 413194 (+32)
bytes, 1540 (+4) packets, 2059 drops.
```

```
2020-09-30T08:37:59.287415+00:00 local4.err srr10c-vpn115 %ASA-3-722031: Group <GP_3> User
<xxxxxxxxxxxxx.xxxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 571473 (+48)
bytes, 1283 (+6) packets, 1323 drops.
```

```
2020-09-30T08:31:48.105943+00:00 local4.err srr10c-vpn114 %ASA-3-722031: Group <GP_4> User
<xxxxxxxxxxxxx.xxxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 131566 (+0)
bytes, 283 (+0) packets, 320 drops.
```

```
2020-09-30T08:28:38.053003+00:00 local4.err pgl22d-vpn117 %ASA-3-722031: Group <GP_5> User
<xxxxxxxxxxxxx.xxxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 497446 (+23)
bytes, 1048 (+1) packets, 1128 drops.
```

```
2020-09-30T07:45:43.044373+00:00 local4.err srr10c-vpn114 %ASA-3-722031: Group <GP_6> User
<xxxxxxxxxxxxx.xxxxxxxxxxx@intel.com> IP <x.x.x.x> SVC Session Termination: Out: 153165 (+16)
bytes, 398 (+2) packets, 1045 drops.
```

Recommended Action None required.

722032

Error Message %ASA-5-722032: Group <group> User <user_name> IP <ip_address> New TCP|UDP SVC connection replacing old connection.

Explanation A new SVC connection is replacing an existing one. You may be having trouble connecting.

Recommended Action Examine the SVC log.

722033

Error Message %ASA-5-722033: Group <group> User <user_name> IP <ip_address> First TCP|UDP SVC connection established for SVC session.

Explanation The first SVC connection was established for the SVC session.

Recommended Action None required.

722034

Error Message %ASA-5-722034: Group *<group>* User *<user_name>* IP *<ip_address>* New TCP|UDP SVC connection, no existing connection.

Explanation A reconnection attempt has occurred. An SVC connection is replacing a previously closed connection. There is no existing connection for this session because the connection was already dropped by the SVC or the Secure Firewall ASA. You may be having trouble connecting.

Recommended Action Examine the Secure Firewall ASA log and SVC log.

722035

Error Message %ASA-3-722035: Group *group* User *user-name* IP *IP_address* Received large packet *length* (threshold *num*).

Explanation A large packet was received from the client.

- **length**—The length of the large packet
- **num**—The threshold

Recommended Action Enter the **anyconnect ssl df-bit-ignore enable** command under the group policy to allow the Secure Firewall ASA to fragment the packets arriving with the DF bit set.

722036

Error Message %ASA-6-722036: Group *group* User *user-name* IP *IP_address* Transmitting large packet *length* (threshold *num*).

Explanation A large packet was sent to the client. The source of the packet may not be aware of the MTU of the client. This could also be due to compression of non-compressible data.

- **length**—The length of the large packet
- **num**—The threshold

Recommended Action Turn off SVC compression, otherwise, none required.

722037

Error Message %ASA-5-722037: Group *group* User *user-name* IP *ip_address* SVC closing connection: *reason*.

Explanation An SVC connection was terminated for the given reason. This behavior may be normal, or you may be having trouble connecting.

- **reason**—The reason that the SVC connection was terminated

Recommended Action Examine the SVC log.

722038

Error Message %ASA-5-722038: Group *group* User *name* IP *user-name* SVC terminating session: *reason*.

Explanation An SVC session was terminated for the given reason. This behavior may be normal, or you may be having trouble connecting.

- **reason**—The reason that the SVC session was terminated

Recommended Action Examine the SVC log if the reason for termination was unexpected.

722039

Error Message %ASA-4-722039: Group *group* User *user* IP *ip* SVC 'vpn-filter *acl*' is an IPv6 ACL; ACL not applied.

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

- *group* —The group policy name of the user
- *user* —The username
- *ip* —The public (not assigned) IP address of the user
- *acl* —The name of the invalid ACL

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

722040

Error Message %ASA-4-722040: Group *group* User *user* IP *ip* SVC 'ipv6-vpn-filter *acl*' is an IPv4 ACL; ACL not applied.

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

- *group* —The group policy name of the user
- *user* —The username
- *ip* —The public (not assigned) IP address of the user
- *acl* —The name of the invalid ACL

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

722041

Error Message %ASA-4-722041: TunnelGroup *tunnel_group* GroupPolicy *group_policy* User *username* IP *peer_address* No IPv6 address available for SVC connection

Explanation An IPv6 address was not available for assignment to the remote SVC client.

- *n* —The SVC connection identifier

Recommended Action Augment or create an IPv6 address pool, if desired.

722042

Error Message %ASA-4-722042: Group *group* User *user* IP *ip* Invalid Cisco SSL Tunneling Protocol version

Explanation An invalid SVC or AnyConnect client is trying to connect.

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

Recommended Action Validate that the SVC or AnyConnect client is compatible with the Secure Firewall ASA.

722043

Error Message %ASA-5-722043: Group *group* User *user* IP *ip* DTLS disabled: unable to negotiate cipher

Explanation The DTLS (UDP transport) cannot be established. The SSL encryption configuration was probably changed.

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

Recommended Action Revert the SSL encryption configuration. Make sure there is at least one block cipher (AES, DES, or 3DES) in the SSL encryption configuration.

722044

Error Message %ASA-5-722044: Group *group* User *user* IP *ip* Unable to request IPv^{ver} address for SSL tunnel

Explanation An IP address cannot be requested because of low memory on the Secure Firewall ASA.

- *group* —The name of the group policy with which the user is trying to connect
- *user* —The name of the user who is trying to connect
- *ip* —The IP address of the user who is trying to connect
- *ver* —Either IPv4 or IPv6, based on the IP address version being requested

Recommended Action Reduce the load on the Secure Firewall ASA or add more memory.

722045

Error Message %ASA-3-722045: Connection terminated: no SSL tunnel initialization data

Explanation Data to establish a connection is missing. This is a defect in the Secure Firewall ASA software.

Recommended Action Contact the Cisco TAC for assistance.

722046

Error Message %ASA-3-722046: Group *group* User *user* IP *ip* Session terminated: Unable to establish tunnel

Explanation The Secure Firewall ASA cannot set up connection parameters. This is a defect in the Secure Firewall ASA software.

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

Recommended Action Contact the Cisco TAC for assistance.

722047

Error Message %ASA-4-722047: Group *group* User *user* IP *ip* Tunnel terminated: SVC not enabled or invalid SVC image on the ASA

Explanation The user logged in via the web browser and tried to start the SVC or AnyConnect client. The SVC service is not enabled globally, or the SVC image is invalid or corrupted. The tunnel connection has been terminated, but the clientless connection remains.

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

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

722048

Error Message %ASA-4-722048: Group *group* User *user* IP *ip* Tunnel terminated: SVC not enabled for the user

Explanation The user logged in via the web browser, and tried to start the SVC or AnyConnect client. The SVC service is not enabled for this user. The tunnel connection has been terminated, but the clientless connection remains.

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

Recommended Action Enable the service for this user using the **group-policy** and **username** commands.

722049

Error Message %ASA-4-722049: Group *group* User *user* IP *ip* Session terminated: SVC not enabled or invalid SVC image on the ASA

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

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

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

722050

Error Message %ASA-4-722050: Group *group* User *user* IP *ip* Session terminated: SVC not enabled for the user

Explanation The user logged in through the AnyConnect client. The SVC service is not enabled for this user. The session connection has been terminated.

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

Recommended Action Enable the service for this user using the **group-policy** and **username** commands.

722051

Error Message %ASA-6-722051: Group *group-policy* User *username* IP *public-ip* IPv4 Address *assigned-ip* IPv6 address *assigned-ip* assigned to session

Explanation The specified address has been assigned to the given user.

- *group-policy* —The group policy that allowed the user to gain access
- *username* —The name of the user
- *public-ip* —The public IP address of the connected client
- *assigned-ip* —The IPv4 or IPv6 address that is assigned to the client

Recommended Action None required.

722053

Error Message %ASA-6-722053: Group *g* User *u* IP *ip* Unknown client *user-agent* connection

Explanation An unknown or unsupported SSL VPN client has connected to the Secure Firewall ASA. Older clients include the Cisco SVC and the Cisco AnyConnect client earlier than Version 2.3.1.

- *g* —The group policy under which the user logged in
- *u* —The name of the user
- *ip* —The IP address of the client
- *user-agent* —The user agent (usually includes the version) received from the client

Recommended Action Upgrade to a supported Cisco SSL VPN client.

722054

Error Message %ASA-4-722054: Group *group_policy* User *user_name* IP *remote_IP* SVC terminating connection: Failed to install Redirect URL: *redirect_URL* Redirect ACL: *non_exist* for *assigned_IP*.

Explanation An error occurred for an AnyConnect VPN connection when a redirect URL was installed, and the ACL was received from the ISE, but the redirect ACL does not exist on the Secure Firewall ASA.

- *group policy* —The group policy that allowed the user to gain access
- *user name* —Username of the requester for the remote access

- *remote IP* — Remote IP address that the connection request is coming from
- *redirect URL* —The URL for the HTTP traffic redirection
- *assigned IP* —The IP address that is assigned to the user

Recommended Action Configure the redirect ACL on the Secure Firewall ASA.

722055

Error Message %ASA-6-722055: Group *group-policy* User *username* IP *public-ip* Client Type: *user-agent*

Explanation The indicated user is attempting to connect with the given user-agent.

- *group-policy* —The group policy that allowed the user to gain access
- *username* —The name of the user
- *public-ip* —The public IP address of the connected client
- *user-agent* —The user-agent string provided by the connecting client. Usually includes the AnyConnect version and host operating system for AnyConnect clients.

Recommended Action None required.

722056

Error Message %ASA-4-722056: Unsupported AnyConnect client connection rejected from ip address. Client info: user-agent string. Reason: reason

Explanation This syslog indicates that an AnyConnect client connection is rejected. The reason for this is provided in the syslog along with the client information.

- *ip address* —IP address from which a connection with the old client is attempted,
- *user-agent string* —User-Agent header in the client request. Usually includes the AnyConnect version and host operating system for AnyConnect clients
- *reason* —Reason for rejection

Recommended Action Use the client information and reason provided in the syslog to resolve the issue.

Messages 723001 to 736001

This section includes messages from 723001 to 736001.

723001

Error Message %ASA-6-723001: Group *group-name* User *user-name* IP *IP_address* WebVPN Citrix ICA connection *connection* is up.

Explanation The Citrix connection is up.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user
- **connection**—The Citrix connection identifier

Recommended Action None required.

723002

Error Message %ASA-6-723002: Group *group-name* User *user-name* IP *IP_address* WebVPN Citrix ICA connection *connection* is down.

Explanation The Citrix connection is down.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user
- **connection**—The Citrix connection identifier

Recommended Action No action is required when the Citrix ICA connection is terminated intentionally by the client, the server, or the Secure Firewall ASA administrator. However, if this is not the case, verify that the WebVPN session in which the Citrix ICA connection is set up is still active. If it is inactive, then receiving this message is normal. If the WebVPN session is still active, verify that the ICA client and Citrix server both work correctly and that there is no error displayed. If not, bring either or both up or respond to any error. If this message is still received, contact the Cisco TAC and provide the following information:

- Network topology
- Delay and packet loss
- Citrix server configuration
- Citrix ICA client information
- Steps to reproduce the problem
- Complete text of all associated messages

723003

Error Message %ASA-7-723003: No memory for WebVPN Citrix ICA connection *connection*.

Explanation The Secure Firewall ASA is running out of memory. The Citrix connection was rejected.

- **connection**—The Citrix connection identifier

Recommended Action Verify that the Secure Firewall ASA is working correctly. Pay special attention to memory and buffer usage. If the Secure Firewall ASA is under heavy load, buy more memory and upgrade the Secure Firewall ASA or reduce the load on the Secure Firewall ASA. If the problem persists, contact the Cisco TAC.

723004

Error Message %ASA-7-723004: WebVPN Citrix encountered bad flow control *flow*.

Explanation The Secure Firewall ASA encountered an internal flow control mismatch, which can be caused by massive data flow, such as might occur during stress testing or with a high volume of ICA connections.

Recommended Action Reduce ICA connectivity to the Secure Firewall ASA. If the problem persists, contact the Cisco TAC.

723005

Error Message %ASA-7-723005: No channel to set up WebVPN Citrix ICA connection.

Explanation The Secure Firewall ASA was unable to create a new channel for Citrix.

Recommended Action Verify that the Citrix ICA client and the Citrix server are still alive. If not, bring them back up and retest. Check the Secure Firewall ASA load, paying special attention to memory and buffer usage. If the Secure Firewall ASA is under heavy load, upgrade the Secure Firewall ASA, add memory, or reduce the load. If the problem persists, contact the Cisco TAC.

723006

Error Message %ASA-7-723006: WebVPN Citrix SOCKS errors.

Explanation An internal Citrix SOCKS error has occurred on the Secure Firewall ASA.

Recommended Action Verify that the Citrix ICA client is working correctly. In addition, check the network connection status between the Citrix ICA client and the Secure Firewall ASA, paying attention to packet loss. Resolve any abnormal network conditions. If the problem persists, contact the Cisco TAC.

723007

Error Message %ASA-7-723007: WebVPN Citrix ICA connection *connection* list is broken.

Explanation The Secure Firewall ASA internal Citrix connection list is broken.

- **connection**—The Citrix connection identifier

Recommended Action Verify that the Secure Firewall ASA is working correctly, paying special attention to memory and buffer usage. If the Secure Firewall ASA is under heavy load, upgrade the Secure Firewall ASA, add memory, or reduce the load. If the problem persists, contact the Cisco TAC.

723008

Error Message %ASA-7-723008: WebVPN Citrix ICA SOCKS Server *server* is invalid.

Explanation An attempt was made to access a Citrix Socks server that does not exist.

- **server**—The Citrix server identifier

Recommended Action Verify that the Secure Firewall ASA is working correctly. Note whether or not there is any memory or buffer leakage. If this issue occurs frequently, capture information about memory usage, network topology, and the conditions during which this message is received. Send this information to the Cisco TAC for review. Make sure that the WebVPN session is still up while this message is being received. If not, determine the reason that the WebVPN session is down. If the Secure Firewall ASA is under heavy load, upgrade the Secure Firewall ASA, add memory, or reduce the load. If the problem persists, contact the Cisco TAC.

723009

Error Message %ASA-7-723009: Group *group-name* User *user-name* IP *IP_address* WebVPN Citrix received data on invalid connection *connection*.

Explanation Data was received on a Citrix connection that does not exist.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user
- **connection**—The Citrix connection identifier

Recommended Action The original published Citrix application connection was probably terminated, and the remaining active published applications lost connectivity. Restart all published applications to generate a new Citrix ICA tunnel. If the Secure Firewall ASA is under heavy load, upgrade the Secure Firewall ASA, add memory, or reduce the load. If the problem persists, contact the Cisco TAC.

723010

Error Message %ASA-7-723010: Group *group-name* User *user-name* IP *IP_address* WebVPN Citrix received data on invalid connection *channel*.

Explanation An abort was received on a nonexistent Citrix connection, which can be caused by massive data flow (such as stress testing) or a high volume of ICA connections, especially during network delay or packet loss.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user
- **channel**—The Citrix channel identifier
- **connection**—The Citrix connection identifier

Recommended Action Reduce the number of ICA connections to the Secure Firewall ASA, obtain more memory for the Secure Firewall ASA, or resolve the network problems.

723011

Error Message %ASA-7-723011: Group *group-name* User *user-name* IP *IP_address* WebVPN Citrix received bad SOCKS *socks* message length *msg-length*. Expected length is *exp-msg-length*.

Explanation The Citrix SOCKS message length is incorrect.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user

Recommended Action Verify that the Citrix ICA client is working correctly. In addition, check the network connection status between the ICA client and the Secure Firewall ASA, paying attention to packet loss. After resolving any abnormal network conditions, if the problem still exists, contact the Cisco TAC.

723012

Error Message %ASA-7-723012: Group *group-name* User *user-name* IP *IP_address* WebVPN Citrix received bad SOCKS *socks* message format.

Explanation The Citrix SOCKS message format is incorrect.

- **group-name**—The name of the Citrix group

- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user

Recommended Action Verify that the Citrix ICA client is working correctly. In addition, check the network connection status between the ICA client and the Secure Firewall ASA, paying attention to packet loss. After resolving any abnormal network conditions, if the problem still exists, contact the Cisco TAC.

723013

Error Message %ASA-7-723013: WebVPN Citrix encountered invalid connection *connection* during periodic timeout.

Explanation The Secure Firewall ASA internal Citrix timer has expired, and the Citrix connection is invalid.

- **connection**—The Citrix connection identifier

Recommended Action Check the network connection between the Citrix ICA client and the Secure Firewall ASA, and between the Secure Firewall ASA and the Citrix server. Resolve any abnormal network conditions, especially delay and packet loss. Verify that the Secure Firewall ASA works correctly, paying special attention to memory or buffer problems. If the Secure Firewall ASA is under heavy load, obtain more memory, upgrade the Secure Firewall ASA, or reduce the load. If the problem persists, contact the Cisco TAC.

723014

Error Message %ASA-7-723014: Group *group-name* User *user-name* IP *IP_address* WebVPN Citrix TCP connection *connection* to server *server* on channel *channel* initiated.

Explanation The Secure Firewall ASA internal Citrix Secure Gateway is connected to the Citrix server.

- **group-name**—The name of the Citrix group
- **user-name**—The name of the Citrix user
- **IP_address**—The IP address of the Citrix user
- **connection**—The connection name
- **server**—The Citrix server identifier
- **channel**—The Citrix channel identifier (hexadecimal)

Recommended Action None required.

724001

Error Message %ASA-4-724001: Group *group-name* User *user-name* IP *IP_address* WebVPN session not allowed. Unable to determine if Secure Desktop software was running on the client's workstation.

Explanation The session was not allowed because an error occurred during processing of the CSD Host Integrity Check results on the Secure Firewall ASA.

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

Recommended Action Determine whether the client firewall is truncating long URLs. Uninstall CSD from the client and reconnect to the Secure Firewall ASA.

724002

Error Message %ASA-4-724002: Group *group-name* User *user-name* IP *IP_address* WebVPN session not terminated. Secure Desktop was not running on the client's workstation.

Explanation CSD is not running on the client machine.

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

Recommended Action Verify that the end user can install and run CSD on the client machine.

725001

Error Message %ASA-6-725001: Starting SSL handshake with *peer-type interface:src-ip/src-port* to *dst-ip/dst-port* for *protocol* session

Explanation The SSL handshake has started with the remote device, which can be a client or server.

- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- **dst-ip**—The destination IP address
- **dst-port**—The destination port number
- **protocol**—The SSL version used for the SSL handshake

Recommended Action None required.

725002

Error Message %ASA-6-725002: Device completed SSL handshake with *peer-type interface:src-ip/src-port* to *dst-ip/dst-port* for *protocol-version* session

Explanation The SSL handshake has completed successfully with the remote device.

- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number
- *protocol-version* —The version of the SSL protocol being used: SSLv3, TLSv1, DTLSv1, DTLSv1.2, TLSv1.1 or TLSv1.2

Recommended Action None required.

725003

Error Message %ASA-6-725003: SSL client *peer-type:interface/src-ip* to *src-port/dst-ip* request to resume previous session

Explanation The remote device is trying to resume a previous SSL session.

- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action None required.

725004

Error Message %ASA-6-725004: Device requesting certificate from SSL client
peer-type:interface/src-ip to src-port/dst-ip for authentication

Explanation The Secure Firewall ASA has requested a client certificate for authentication.

- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action None required.

725005

Error Message %ASA-6-725005: SSL server *peer-type:interface/src-ip to src-port/dst-ip*
requesting our device certificate for authentication

Explanation The server has requested the certificate of the Secure Firewall ASA for authentication.

- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action None required.

725006

Error Message %ASA-6-725006: Device failed SSL handshake with *peer-type*
interface:src-ip/src-port to dst-ip/dst-port

Explanation The SSL handshake with the remote device has failed.

- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using

- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action Look for syslog message 725014, which indicates the reason for the failure.

725007

Error Message %ASA-6-725007: SSL session with *peer-type interface:src-ip/src-port* to *dst-ip/dst-port* terminated

Explanation The SSL session has terminated.

- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action None required.

725008

Error Message %ASA-7-725008: SSL client *peer-type:interface/src-ip* to *src-port/dst-ip* proposes the following *dst-port* cipher(s)

Explanation The number of ciphers proposed by the remote SSL device are listed.

- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number
- *n* —The number of supported ciphers

Recommended Action None required.

725009

Error Message %ASA-7-725009 Device proposes the following *n* cipher(s) *peer-type interface :src-ip /src-port* to *dst-ip /dst-port* .

Explanation The number of ciphers proposed to the SSL server are listed.

- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address

- *dst-port* —The destination port number
- *n* —The number of supported ciphers

Recommended Action None required.

725010

Error Message %ASA-7-725010: Device supports the following *n* cipher(s)

Explanation The number of ciphers supported by the Secure Firewall ASA for an SSL session are listed.

- *n*—The number of supported ciphers

Recommended Action None required.

725011

Error Message %ASA-7-725011 Cipher[*order*]: *cipher_name*

Explanation Always following messages 725008, 725009, and 725010, this message indicates the cipher name and its order of preference.

- **order**—The order of the cipher in the cipher list
- **cipher_name**—The name of the OpenSSL cipher from the cipher list

Recommended Action None required.

725012

Error Message %ASA-7-725012: Device chooses cipher *cipher* for the SSL session with client *peer-type:interface/src-ip* to *src-port/dst-ip*

Explanation The cipher that was chosen by the Cisco device for the SSL session is listed.

- **cipher**—The name of the OpenSSL cipher from the cipher list
- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- *dst-ip* —The destination IP address
- *dst-port* —The destination port number

Recommended Action None required.

725013

Error Message %ASA-7-725013 SSL *peer-type interface :src-ip /src-port* to *dst-ip /dst-port* chooses cipher *cipher*

Explanation The cipher that was chosen by the server for the SSL session is identified.

- **peer-type**—Either the server or the client, depending on the device that initiated the connection
- **interface**—The interface name that the SSL session is using
- **source-ip**—The source IPv4 or IPv6 address

- **src-port**—The source port number
- **dst-ip** —The destination IP address
- **dst-port** —The destination port number
- **cipher**—The name of the OpenSSL cipher from the cipher list

Recommended Action None required.

725014

Error Message %ASA-7-725014 SSL lib error. Function: *function* Reason: *reason*

Explanation The reason for failure of the SSL handshake is indicated.

- **function**—The function name where the failure is reported
- **reason**—The description of the failure condition

Recommended Action Include this message when reporting any SSL-related issue to the Cisco TAC.

725015

Error Message %ASA-3-725015 Error verifying client certificate. Public key size in client certificate exceeds the maximum supported key size.

Explanation The verification of an SSL client certificate failed because of an unsupported (large) key size.

Recommended Action Use client certificates with key sizes that are less than or equal to 4096 bits.

725016

Error Message %ASA-6-725016: Device selects trust-point *trustpoint* for *peer-type* *interface:src-ip/src-port* to *dst-ip/dst-port*

Explanation With server-name indication (SNI), the certificate used for a given connection may not be the certificate configured on the interface. There is also no indication of which certificate trustpoint has been selected. This syslog gives an indication of the trustpoint used by the connection (given by *interface :src-ip /src-port*).

- **trustpoint** —The name of the configured trustpoint that is being used for the specified connection
- **interface** —The name of the interface on the Secure Firewall ASA
- **src-ip** —The IP address of the peer
- **src-port** —The port number of the peer
- **dst-ip** —The IP address of the destination
- **dst-port** —The port number of the destination

Recommended Action None required.

725017

Error Message %ASA-7-725017: No certificates received during the handshake with *s* *s:B/d* to *B/d* for *s* session

Explanation A remote client has not sent a valid certificate.

- *remote_device* —Identifies whether a handshake is performed with the client or server
- *ctm->interface* —The interface name on which the handshake is sent
- *ctm->src_ip* —The IP address of the SSL server, which will communicate with the client
- *ctm->src_port* —The port of the SSL server, which will communicate with the client
- *ctm->dst_ip* —The IP address of the client
- *ctm->dst_port* —The port of the client through which it responds
- *s->method->version* —The protocol version involved in the transaction (SSLv3, TLSv1, or DTLSv1)

Recommended Action None required.

725021

Error Message %ASA-7-725021: Device preferring *cipher-suite* cipher(s). Connection info:
interface :src-ip /src-port to dst-ip /dst-port

Explanation The cipher suites being preferred when negotiating the handshake is listed in this message.

- **cipher-suite**—Preferred cipher suite string
- **interface**—The interface name that the SSL session is using
- **src-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- **dst-ip**—The destination IPv4 or IPv6 address
- **dst-port**—The destination port number

Following is a list of preferred cipher suite strings that are used when negotiating the handshake:

- server
- SUITE-B
- ChaCha20
- client
- SHA-256 hash

Recommended Action None required.

725022

Error Message %ASA-7-725022: Device skipping cipher : *cipher - reason*. Connection info:
interface :src-ip /src-port to dst-ip /dst-port

Explanation This syslog displays the reason for skipping a particular cipher in a list of cipher suites when negotiating the handshake.

- **cipher-suite**—Preferred cipher suite string
- **reason**—Reason for skipping a cipher.
- **interface**—The interface name that the SSL session is using

- **src-ip**—The source IPv4 or IPv6 address
- **src-port**—The source port number
- **dst-ip**—The destination IPv4 or IPv6 address
- **dst-port**—The destination port number

Following list provides few example reason for skipping a particular cipher:

- Ephemeral EC key is not compatible with trust-point <trust point>
- Not supported by protocol version
- PSK server callback is not set
- Not permitted by security callbacks
- ECDHE-ECDSA is broken on Safari
- Cipher suite does not use SHA256
- Unknown cipher
- Wrong cipher
- Message digest changed
- Ciphersuite from previous session not selected

Recommended Action None required.

725025

Error Message %ASA-6-725025: SSL Pre-auth connection rate limit hit %s watermark

Explanation When the device reaches the rate-limit threshold for the number of pre-authenticated SSL connections. This message appears when the number of pre-authenticated SSL connections is high (90% of the limit) or when it is low (70% of the limit). The syslog is rate-limited to one syslog for every 10 seconds. In this message, %s denotes high or low of the threshold limit.

Recommended Action Contact Cisco TAC.

726001

Error Message %ASA-6-726001: Inspected *im_protocol im_service* Session between Client *im_client_1* Packet flow from *im_client_2:/src_ifc/sip* to *sport:/dest_ifc/dip* Action: *dport action*

Explanation An IM inspection was performed on an IM message and the specified criteria were satisfied. The configured action is taken.

- *im_protocol* —MSN IM or Yahoo IM
- *im_service* —The IM services, such as chat, conference, file transfer, voice, video, games, or unknown
- *im_client_1* , *im_client_2* —The client peers that are using the IM service in the session: *client_login_name* or “?”
- *src_ifc* —The source interface name

- *sip* —The source IP address
- *sport* —The source port
- *dest_ifc* —The destination interface name
- *dip* —The destination IP address
- *dport* —The destination port
- *action* —The action taken: reset connection, dropped connection, or received
- *class_map_id* —The matched class-map ID
- *class_map_name* —The matched class-map name

Recommended Action None required.

730001

Error Message %ASA-7-730001 Group *groupname* , User *username* , IP *ipaddr* : VLAN MAPPING to VLAN *vlanid*

Explanation VLAN mapping succeeded.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session
- *vlanid* — The VLAN ID that is used for the VLAN mapping session

Recommended Action None required.

730002

Error Message %ASA-7-730002 Group *groupname* , User *username* , IP *ipaddr* : VLAN MAPPING to VLAN *vlanid* failed

Explanation VLAN mapping failed.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session
- *vlanid* — The VLAN ID that is used for the VLAN mapping session

Recommended Action Verify that all the VLAN mapping-related configurations are correct, and that the VLAN ID is valid.

730003

Error Message %ASA-7-730003: IP *ipaddr* egress VLAN ID is set to *vlanid*.

Explanation ASA receives an SNMP set message from NACApp to set the new VLAN ID for the session.

- *ipaddr* —The IP address of this session
- *vlanid* — The VLAN ID that is used for the VLAN mapping session

Recommended Action None required

730004

Error Message %ASA-6-730004: Group *groupname* User *username* IP *ipaddr* VLAN ID *vlanid* from AAA ignored.

Explanation The VLAN ID received from AAA is different from the current one in use, and it is ignored for the current session.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session
- *vlanid* — The VLAN ID that is used for the VLAN mapping session

Recommended Action If the newly received VLAN ID must be used, then the current session needs to be torn down. Otherwise, no action is required.

730005

Error Message %ASA-3-730005: Group *DfltGrpPolicy* User *username* IP *IP* VLAN ID *vlan_id* from AAA is invalid.

Explanation A VLAN mapping error has occurred. A VLAN may be out of range, unassigned to any interfaces, or assigned to multiple interfaces.

Recommended Action Verify the VLAN ID configurations on the AAA server and ASA are both correct.

730006

Error Message %ASA-7-730006: Group *groupname* , User *username* , IP *ipaddr* : is on NACApp AUTH VLAN *vlanid* .

Explanation The session is under NACApp posture assessment.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session
- *vlanid* — The VLAN ID that is used for the VLAN mapping session

Recommended Action None required.

730007

Error Message %ASA-7-730007: Group *groupname* User *username* IP *ipaddr* changed VLAN to *vlan* ID *vlanid*.

Explanation NACApp (Cisco NAC appliance) posture assessment is done with the session, the VLAN is changed from AUTH VLAN to a new VLAN.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session
- *%s* —A string
- *vlanid* — The VLAN ID that is used for the VLAN mapping session

Recommended Action None required.

730008

Error Message %ASA-6-730008: Group *groupname*, User *username*, IP *ipaddr*, VLAN MAPPING timeout waiting NACApp.

Explanation NACApp (Cisco NAC appliance) posture assessment takes longer than the timeout value configured.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session

Recommended Action Check the status of the NACApp setup.

730009

Error Message %ASA-5-730009: Group *groupname* , User *username*, IP *ipaddr* , CAS *casaddr* , capacity exceeded, terminating connection.

Explanation The load capacity of the NACApp (Cisco NAC appliance) CAS is exceeded, the new incoming session that uses it is terminating.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session
- *casaddr* —The IP Address of CAS (Clean Access Server)

Recommended Action Review and revise planning for how many groups, and which groups, are associated with the CAS to ensure that its load capacity is not exceeded.

730010

Error Message %ASA-7-730010: Group *groupname* User *username*, IP *ipaddr* VLAN Mapping is enabled on VLAN *vlanid*.

Explanation VLAN mapping is enabled in the session.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session
- *vlanid* —The VLAN ID that is used for the VLAN mapping session

Recommended Action None required.

731001

Error Message %ASA-6-731001: NAC policy added: name: *policyname* Type: *policytype* .

Explanation A new NAC-policy has been added to the ASA.

- *policyname*—The NAC policy name

- **policytype**—The type of NAC policy

Recommended Action None required.

731002

Error Message %ASA-6-731002: NAC policy deleted: name: *polycyname* Type: *policytype* .

Explanation A NAC policy has been removed from the ASA.

- **polycyname**—The NAC policy name
- **policytype**—The type of NAC policy

Recommended Action None required.

731003

Error Message %ASA-6-731003: nac-policy unused: name: *polycyname* Type: *policytype* .

Explanation The NAC policy is unused because there is an existing NAC policy with the same name, but a different type.

- **polycyname**—The NAC policy name
- **policytype**—The type of NAC policy

Recommended Action If the new NAC policy must be used, the existing NAC policy must be removed first. Otherwise, no action is required.

732001

Error Message %ASA-6-732001: Group *groupname*, User *username*, IP *ipaddr*, Fail to parse NAC-SETTINGS *nac-settings-id* , terminating connection.

Explanation The ASA cannot apply the NAC settings because no memory is available.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session
- *nac-settings-id* — The ID that is used for the NAC filter

Recommended Action Upgrade the ASA memory. Resolve any errors in the log before this problem occurs. If the problem persists, contact the Cisco TAC.

732002

Error Message %ASA-6-732002: Group *groupname*, User *username*, IP *ipaddr*, NAC-SETTINGS *settingsid* from AAA ignored, existing NAC-SETTINGS *settingsid_inuse* used instead.

Explanation The NAC settings ID cannot be applied because there is a different one for the session.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session
- *settingsid* — The settings ID, which should be a NAC policy name

- *settingsid_inuse* — The NAC settings ID that is currently in use

Recommended Action If the new NAC settings ID must be applied, then all the active sessions that use it must be torn down first. Otherwise, no action is required.

732003

Error Message %ASA-6-732003: Group *groupname*, User *username*, IP *ipaddr*, NAC-SETTINGS *nac-settings-id* from AAA is invalid, terminating connection.

Explanation The NAC settings received from AAA are invalid.

- *groupname* —The group name
- *username* —The username
- *ipaddr* —The IP address of this session
- *nac-settings-id* — The ID that is used for the NAC filter

Recommended Action Verify that the NAC settings configurations on the AAA server and ASA are both correct.

733100

Error Message %ASA-4-733100: [Object] drop rate-*rate_ID* exceeded. Current burst rate is *rate_val* per second, max configured rate is *rate_val*; Current average rate is *rate_val* per second, max configured rate is *rate_val*; Cumulative total count is *total_cnt*

Explanation The specified object in the message has exceeded the specified burst threshold rate or average threshold rate. The object can be a drop activity of a host, TCP/UDP port, IP protocol, or various drops caused by potential attacks. The Secure Firewall ASA may be under attack.

- *Object* —The general or particular source of a drop rate count, which might include the following:

- Firewall
- Bad pkts
- Rate limit
- DoS attack
- ACL drop
- Conn limit
- ICMP attack
- Scanning
- SYN attack
- Inspect
- Interface

(A citation of a particular interface object might take a number of forms. For example, you might see 80/HTTP, which would signify port 80, with the well-known protocol HTTP.)

- *rate_ID* —The configured rate that is being exceeded. Most objects can be configured with up to three different rates for different intervals.

- *rate_val* —A particular rate value.
- *total_cnt* —The total count since the object was created or cleared.

The following three examples show how these variables occur:

- For an interface drop caused by a CPU or bus limitation:

```
%ASA-4-733100: [Interface] drop rate 1 exceeded. Current burst rate is 1 per second, max configured rate is 8000; Current average rate is 2030 per second, max configured rate is 2000; Cumulative total count is 3930654."
```

- For a scanning drop caused by potential attacks:

```
%ASA-4-733100: [Scanning] drop rate-1 exceeded. Current burst rate is 10 per second_max configured rate is 10; Current average rate is 245 per second_max configured rate is 5; Cumulative total count is 147409 (35 instances received)
```

- For bad packets caused by potential attacks:

```
%ASA-4-733100: [Bad pkts] drop rate 1 exceeded. Current burst rate is 0 per second, max configured rate is 400; Current average rate is 760 per second, max configured rate is 100; Cumulative total count is 1938933
```

- Because of the scanning rate configured and the **threat-detection rate scanning-rate 3600 average-rate 15** command:

```
%ASA-4-733100: [144.60.88.2] drop rate-2 exceeded. Current burst rate is 0 per second, max configured rate is 8; Current average rate is 5 per second, max configured rate is 4; Cumulative total count is 38086
```

Perform the following steps according to the specified object type that appears in the message:

1. If the object in the message is one of the following:

- Firewall
- Bad pkts
- Rate limit
- DoS attck
- ACL drop
- Conn limit
- ICMP attck
- Scanning
- SYN attck
- Inspect
- Interface

Recommended Action Check whether the drop rate is acceptable for the running environment.

1. Adjust the threshold rate of the particular drop to an appropriate value by using the threat-detection rate xxx command, where xxx is one of the following:
 - acl-drop
 - bad-packet-drop
 - conn-limit-drop
 - dos-drop
 - fw-drop

- icmp-drop
 - inspect-drop
 - interface-drop
 - scanning-threat
 - syn-attack
2. If the object in the message is a TCP or UDP port, an IP address, or a host drop, check whether or not the drop rate is acceptable for the running environment.
 3. Adjust the threshold rate of the particular drop to an appropriate value by using the threat-detection rate bad-packet-drop command.



Note If you do not want the drop rate exceed warning to appear, you can disable it by using the no threat-detection basic-threat command.

733101

Error Message %ASA-4-733101: *Object_objectIP*. Current burst rate is *rate_val* per second, max configured rate is *rate_val*; Current average rate is *rate_val* per second, max configured rate is *rate_val*; Cumulative total count is *total_cnt*.

Explanation The Secure Firewall ASA detected that a specific host (or several hosts in the same 1024-node subnet) is either scanning the network (attacking), or is being scanned (targeted).

- *object* —Attacker or target (a specific host or several hosts in the same 1024-node subnet)
- *objectIP* —The IP address of the scanning attacker or scanned target
- *rate_val* —A particular rate value
- *total_cnt* —The total count

The following two examples show how these variables occur:

```
%ASA-4-733101: Subnet 100.0.0.0 is targeted. Current burst rate is 200 per second, max
configured rate is 0; Current average rate is 0 per second, max configured rate is 0;
Cumulative total count is 2028.
%ASA-4-733101: Host 175.0.0.1 is attacking. Current burst rate is 200 per second, max
configured rate is 0; Current average rate is 0 per second, max configured rate is 0;
Cumulative total count is 2024
```

Recommended Action For the specific host or subnet, use the **show threat-detection statistics host ip-address ip-mask** command to check the overall situation and then adjust the threshold rate of the scanning threat to the appropriate value. After the appropriate value is determined, an optional action can be taken to shun those host attackers (not subnet attacker) by configuring the **threat-detection scanning-threat shun-host** command. You may specify certain hosts or object groups in the shun-host except list. For more information, see the CLI configuration guide. If scanning detection is not desirable, you can disable this feature by using the **no threat-detection scanning** command.

733102

Error Message %ASA-4-733102: Threat-detection adds host *host* to shun list

Explanation A host has been shunned by the threat detection engine. When the **threat-detection scanning-threat shun** command is configured, the attacking hosts will be shunned by the threat detection engine.

- *%I* —A particular hostname

The following message shows how this command was implemented:

```
%ASA-4-733102: Threat-detection add host 11.1.1.40 to shun list
```

Recommended Action To investigate whether the shunned host is an actual attacker, use the **threat-detection statistics host ip-address** command. If the shunned host is not an attacker, you can remove the shunned host from the threat detection engine by using the **clear threat-detection shun ip address** command. To remove all shunned hosts from the threat detection engine, use the **clear shun** command.

If you receive this message because an inappropriate threshold rate has been set to trigger the threat detection engine, then adjust the threshold rate by using the **threat-detection rate scanning-threat rate-interval x average-rate y burst-rate z** command.

733103

Error Message %ASA-4-733103: Threat-detection removes host *host* from shun list

Explanation A host has been shunned by the threat detection engine. When you use the **clear-threat-detection shun** command, the specified host will be removed from the shunned list.

- *%I* —A particular hostname

The following message shows how this command is implemented:

```
%ASA-4-733103: Threat-detection removes host 11.1.1.40 from shun list
```

Recommended Action None required.

733104

Error Message %ASA-4-733104: TCP Intercept SYN flood attack detected to *host_ip/host_port (real_ip/real_port)*. Average rate of *avg_rate* SYNs/sec exceeded the threshold of *threshold_rate*.

Explanation The Secure Firewall ASA is under Syn flood attack and protected by the TCP intercept mechanism, if the average rate for intercepted attacks exceeds the configured threshold. The message is showing which server is under attack and where the attacks are coming from.

Recommended Action Write an ACL to filter out the attacks.

733105

Error Message %ASA-4-733105: TCP Intercept SYN flood attack detected to *host_ip/host_port (real_ip/real_port)*. Burst rate of *burst_rate* SYNs/sec exceeded the threshold of *threshold_rate*.

Explanation The Secure Firewall ASA is under Syn flood attack and protected by the TCP intercept mechanism, if the burst rate for intercepted attacks exceeds the configured threshold. The message is showing which server is under attack and where the attacks are coming from.

Recommended Action Write an ACL to filter out the attacks.

733201

(For IKEv2 connection requests) **Error Message** %ASA-4-733201: Threat-detection:

Service[remote-access-client-initiations] Peer[peer-ip]: failure threshold of *threshold-value* exceeded: adding shun to interface *interface*. IKEv2:RA_excessive_client_initiation_requests

(For SSL connection requests) **Error Message** %ASA-4-733201: Threat-detection:

Service[remote-access-client-initiations] Peer[peer-ip]: failure threshold of *value* exceeded: adding shun to interface *interface*. SSL: RA excessive client initiation requests.

Explanation This message appears when the threat-detection service shunned an IP address due to excessive number of remote access client initiation requests to the headend from that host.

Recommended Action An IP address is shunned because it met the configured service threshold for mischievous activity. If this IP address should not be blocked, remove the shun manually using the **shun** CLI

734001

Error Message %ASA-6-734001: DAP: User *user*, , Addr *ipaddr*, Connection *connection*: The following DAP records were selected for this connection:

Explanation The DAP records that were selected for the connection are listed.

- *user* —The authenticated username
- *ipaddr* —The IP address of the remote client
- *connection* —The type of client connection, which can be one of the following:

- IPsec
- AnyConnect
- Clientless (web browser)
- Cut-Through-Proxy
- L2TP

- *DAP record names* —The comma-separated list of the DAP record names

Recommended Action None required.

734002

Error Message %ASA-5-734002: DAP: User *user*, , Addr *ipaddr*: Connection terminated by the following DAP records:

Explanation The DAP records that terminated the connection are listed.

- *user* —The authenticated username
- *ipaddr* —The IP address of the remote client
- *DAP record names* —The comma-separated list of the DAP record names

Recommended Action None required.

734003

Error Message %ASA-7-734003: DAP: User *name*, Addr *ipaddr*: Session Attribute *attr_name/value*

Explanation The AAA and endpoint session attributes that are associated with the connection are listed.

- *user* —The authenticated username
- *ipaddr* —The IP address of the remote client
- *attr/value* —The AAA or endpoint attribute name and value

Recommended Action None required.

734004

Error Message %ASA-3-734004: DAP: Processing error: Code *internal*

Explanation A DAP processing error occurred.

- *internal error code* —The internal error string

Recommended Action Enable the **debug dap errors** command and re-run DAP processing for further debugging information. If this does not resolve the issue, contact the Cisco TAC and provide the internal error code and any information about the conditions that generated the error.

735001

Error Message %ASA-1-735001 IPMI: Cooling Fan *var1* : OK

Explanation A cooling fan has been restored to normal operation.

- *var1* —The device number markings

Recommended Action None required.

735002

Error Message %ASA-1-735002 IPMI: Cooling Fan *var1* : Failure Detected

Explanation A cooling fan has failed.

- *var1* —The device number markings

Recommended Action Perform the following steps:

1. Check for obstructions that would prevent the fan from rotating.
2. Replace the cooling fan.
3. If the problem persists, record the message as it appears and contact the Cisco TAC.

735003

Error Message %ASA-1-735003 IPMI: Power Supply *var1* : OK

Explanation A power supply has been restored to normal operation.

- *var1* —The device number markings

Recommended Action None required.

735004

Error Message %ASA-1-735004 IPMI: Power Supply *var1* : Failure Detected

Explanation AC power has been lost, or the power supply has failed.

- *var1* —The device number markings

Recommended Action Perform the following steps:

1. Check for AC power failure.
2. Replace the power supply.
3. If the problem persists, record the message as it appears and contact the Cisco TAC.

735005

Error Message %ASA-1-735005 IPMI: Power Supply Unit Redundancy OK

Explanation Power supply unit redundancy has been restored.

Recommended Action None required.

735006

Error Message %ASA-1-735006 IPMI: Power Supply Unit Redundancy Lost

Explanation A power supply failure occurred. Power supply unit redundancy has been lost, but the Secure Firewall ASA is functioning normally with minimum resources. Any further failures will result in an Secure Firewall ASA shutdown.

Recommended Action To regain full redundancy, perform the following steps:

1. Check for AC power failure.
2. Replace the power supply.
3. If the problem persists, record the message as it appears and contact the Cisco TAC.

735007

Error Message %ASA-1-735007 IPMI: CPU *var1* : Temp: *var2* *var3* , Critical

Explanation The CPU has reached a critical temperature.

- *var1* —The device number markings
- *var2* —The temperature value
- *var3* —Temperature value units (C, F)

Recommended Action Record the message as it appears and contact the Cisco TAC.

735008

Error Message %ASA-1-735008 IPMI: Chassis Ambient *var1* : Temp: *var2* *var3* , Critical

Explanation A chassis ambient temperature sensor has reached a critical level.

- *var1* —The device number markings
- *var2* —The temperature value
- *var3* —Temperature value units (C, F)

Recommended Action Record the message as it appears and contact the Cisco TAC.

735009

Error Message %ASA-2-735009: Environment Monitoring has failed initialization and configuration. Environment Monitoring is not running.

Explanation Environment monitoring has experienced a fatal error during initialization and was unable to continue.

Recommended Action Collect the output of the **show environment** and **debug ipmi** commands. Record the message as it appears and contact the Cisco TAC.

735010

Error Message %ASA-3-735010: Environment Monitoring has failed to update one or more of its records.

Explanation Environment monitoring has experienced an error that temporarily prevented it from updating one or more of its records.

Recommended Action If this message appears repeatedly, collect the output from the **show environment driver** and **debug ipmi** commands. Record the message as it appears and contact the Cisco TAC.

735011

Error Message %ASA-1-735011: Power Supply *var1*: Fan OK

Explanation The power supply fan has returned to a working operating state.

- *var1* — Fan number

Recommended Action None required.

735012

Error Message %ASA-1-735012: Power Supply *var1*: Fan Failure Detected

Explanation The power supply fan has failed.

- *var1* — Fan number

Recommended Action Contact Cisco TAC to troubleshoot the failure. Power down the unit until this failure is resolved.

735013

Error Message %ASA-1-735013: Voltage Channel *var1*: Voltage OK

Explanation A voltage channel has returned to a normal operating level.

- *var1* — Voltage channel number

Recommended Action None required.

735014

Error Message %ASA-1-735014: Voltage Channel *var1*: Voltage Critical

Explanation A voltage channel has changed to a critical level.

- *var1* — Voltage channel number

Recommended Action Contact Cisco TAC to troubleshoot the failure. Power down the unit until this failure is resolved.

735015

Error Message %ASA-4-735015: CPU *var1*: Temp: *var2* *var3*, Warm

Explanation The CPU temperature is warmer than the normal operating range.

- *var1* —CPU Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action Continue to monitor this component to ensure that it does not reach a critical temperature.

735016

Error Message %ASA-4-735016: Chassis Ambient *var1*: Temp: *var2* *var3*, Warm

Explanation The chassis temperature is warmer than the normal operating range.

- *var1* —Chassis Sensor Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action Continue to monitor this component to ensure that it does not reach a critical temperature.

735017

Error Message %ASA-1-735017: Power Supply *var1*: Temp: *var2* *var3*, OK

Explanation The power supply temperature has returned to a normal operating temperature.

- *var1* —Power Supply Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action None required.

735018

Error Message %ASA-4-735018: Power Supply *var1*: Temp: *var2* *var3*, Critical

Explanation The power supply has reached a critical operating temperature.

- *var1* —Power Supply Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action Contact Cisco TAC to troubleshoot the failure. Power down the unit until this failure is resolved.

735019

Error Message %ASA-4-735019: Power Supply *var1*: Temp: *var2* *var3*, Warm

Explanation The power supply temperature is warmer than the normal operating range.

- *var1* —Power Supply Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action Continue to monitor this component to ensure that it does not reach a critical temperature.

735020

Error Message %ASA-1-735020: CPU *var1*: Temp: *var2* *var3*, OK

Explanation The CPU temperature has returned to the normal operating temperature.

- *var1* —CPU Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action None required.

735021

Error Message %ASA-1-735021: Chassis Ambient *var1*: Temp: *var2* *var3*, OK

Explanation The chassis temperature has returned to the normal operating temperature.

- *var1* —Chassis Sensor Number
- *var2* —Temperature Value
- *var3* —Units

Recommended Action None required.

735022

Error Message %ASA-1-735022: CPU*num* is running beyond the max thermal operating temperature and the device will be shutting down immediately to prevent permanent damage to the CPU

Explanation The Secure Firewall ASA has detected a CPU running beyond the maximum thermal operating temperature, and will shut down immediately after detection.

Recommended Action The chassis and CPU need to be inspected immediately for ventilation issues.

735023

Error Message %ASA-2-735023: device was previously shutdown due to the CPU complex running beyond the max thermal operating temperature. The chassis needs to be inspected immediately for ventilation issues

Explanation At boot time, the Secure Firewall ASA detected a shutdown that occurred because a CPU was running beyond the maximum safe operating temperature. Using the **show environment** command will indicate that this event has occurred.

Recommended Action The chassis need to be inspected immediately for ventilation issues.

735024

Error Message %ASA-1-735024: CPUvar1 Voltage Regulator is running beyond the max thermal operating temperature and the device will be shutting down immediately. The chassis and CPU need to be inspected immediately for ventilation issues

Explanation The IO hub temperature has returned to the normal operating temperature.

- *ar1* - IO hub number
- *var2* - Temperature value
- *var3* - Units

Recommended Action None required.

735025

Error Message %ASA-1-735025: var1 was previously shutdown due to a CPU Voltage Regulator running beyond the max thermal operating temperature. The chassis and CPU need to be inspected immediately for ventilation issues

Explanation The IO hub temperature has a critical temperature.

- *ar1* - IO hub number
- *var2* - Temperature value
- *var3* - Units

Recommended Action Record the message as it appears and contact the Cisco TAC.

735026

Error Message %ASA-4-735026: IO Hub var1: Temp: var2 var3, OK

Explanation The IO hub temperature is warmer than the normal operating range.

- *ar1* - IO hub number
- *var2* - Temperature value
- *var3* - Units

Recommended Action Continue to monitor this component to ensure that it does not reach a critical temperature.

735027

Error Message %ASA-1-735027: CPU *cpu_num* Voltage Regulator is running beyond the max thermal operating temperature and the device will be shutting down immediately. The chassis and CPU need to be inspected immediately for ventilation issues.

Explanation The Secure Firewall ASA has detected a CPU voltage regulator running beyond the maximum thermal operating temperature, and shuts down immediately after detection.

- *cpu_num* —The number to identify which CPU voltage regulator experienced the thermal event

Recommended Action The chassis and CPU need to be inspected immediately for ventilation issues.

735028

Error Message %ASA-2-735028: ASA was previously shutdown due to a CPU Voltage Regulator running beyond the max thermal operating temperature. The chassis and CPU need to be inspected immediately for ventilation issues.

Explanation At boot time, the Secure Firewall ASA detected a shutdown that occurred because of a CPU voltage regulator running beyond the maximum safe operating temperature. Enter the **show environment** command to indicate that this event has occurred.

Recommended Action The chassis and CPU need to be inspected immediately for ventilation issues.

735029

Error Message %ASA-1-735029: IO Hub is running beyond the max thermal operating temperature and the device will be shutting down immediately to prevent permanent damage to the circuit

Explanation The Secure Firewall ASA has detected that the IO hub is running beyond the maximum thermal operating temperature, and will shut down immediately after detection.

Recommended Action The chassis and IO hub need to be inspected immediately for ventilation issues.

736001

Error Message %ASA-2-736001: Unable to allocate enough memory at boot for jumbo-frame reservation. Jumbo-frame support has been disabled.

Explanation Insufficient memory has been detected when jumbo frame support was being configured. As a result, jumbo-frame support was disabled.

Recommended Action Try reenabling jumbo frame support using the **jumbo-frame reservation** command. Save the running configuration and reboot the Secure Firewall ASA. If the problem persists, contact the Cisco TAC.

Messages 737001 to 776254

This section includes messages from 737001 to 776254.

737001

Error Message %ASA-7-737001: IPAA: Session=*session*, Received message '*message-type*'

Explanation The IP address assignment process received a message.

- *session* —The session is the VPN session ID in hexadecimal.
- *message-type* —The message received by the IP address assignment process

Recommended Action None required.

737002

Error Message %ASA-3-737002: IPAA: Session=*session*, Received unknown message '*num*'

Explanation The IP address assignment process received a message.

- *session* —The session is the VPN session ID in hexadecimal.
- *num* —The identifier of the message received by the IP address assignment process

Recommended Action None required.

737003

Error Message %ASA-5-737003: IPAA: Session=*session*, DHCP configured, no viable servers found for tunnel-group '*tunnel-group*'

Explanation The DHCP server configuration for the given tunnel group is not valid.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action Validate the DHCP configuration for the tunnel group. Make sure that the DHCP server is online.

737004

Error Message %ASA-5-737004: IPAA: Session=*session*, DHCP configured, request failed for tunnel-group '*tunnel-group*'

Explanation The DHCP server configuration for the given tunnel group is not valid.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action Validate the DHCP configuration for the tunnel group. Make sure that the DHCP server is online.

737005

Error Message %ASA-6-737005: IPAA: Session=*session*, DHCP configured, request succeeded for tunnel-group '*tunnel-group*'

Explanation The DHCP server request has succeeded.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action None required.

737006

Error Message %ASA-6-737006: IPAA: Session=*session*, Local pool request succeeded for tunnel-group '*tunnel-group*'

Explanation The local pool request has succeeded.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action None required.

737007

Error Message %ASA-5-737007: IPAA: Session=*session*, Local pool request failed for tunnel-group '*tunnel-group*'

Explanation The local pool request has failed. The pool assigned to the tunnel group may be exhausted.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action Validate the IP local pool configuration by using the **show ip local pool** command.

737008

Error Message %ASA-5-737008: IPAA: Session=*session*, tunnel-group '*tunnel-group*' not found

Explanation The tunnel group was not found when trying to acquire an IP address for configuration. A software defect may cause this message to be generated.

- *session* —The session is the VPN session ID in hexadecimal.
- *tunnel-group* —The tunnel group that IP address assignment is using for configuration

Recommended Action Check the tunnel group configuration. Contact the Cisco TAC and report the issue.

737009

Error Message %ASA-6-737009: IPAA: Session=*session*, AAA assigned address *ip-address*, request failed

Explanation The remote access client software requested the use of a particular address. The request to the AAA server to use this address failed. The address may be in use.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address that the client requested

Recommended Action Check the AAA server status and the status of IP local pools.

737010

Error Message %ASA-6-737010: IPAA: Session=*session*, AAA assigned address *ip-address*, succeeded

Explanation The remote access client software requested the use of a particular address and successfully received this address.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address that the client requested

Recommended Action None required.

737011

Error Message %ASA-5-737011: IPAA: Session=*session*, AAA assigned address *ip-address*, not permitted, retrying

Explanation The remote access client software requested the use of a particular address. The **vpn-addr-assign aaa** command is not configured. An alternatively configured address assignment method will be used.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address that the client requested

Recommended Action If you want to permit clients to specify their own address, enable the **vpn-addr-assign aaa** command.

737012

Error Message %ASA-4-737012: IPAA: Session=*session*, Address assignment failed

Explanation The remote access client software request of a particular address failed.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that the client requested

Recommended Action If using IP local pools, validate the local pool configuration. If using AAA, validate the configuration and status of the AAA server. If using DHCP, validate the configuration and status of the DHCP server. Increase the logging level (use notification or informational) to obtain additional messages to identify the reason for the failure.

737013

Error Message %ASA-4-737013: IPAA: Session=*session*, Error freeing address *ip-address*, not found

Explanation The Secure Firewall ASA tried to free an address, but it was not on the allocated list because of a recent configuration change.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address to be released

Recommended Action Validate your address assignment configuration. If this message recurs, it might be due to a software defect. Contact the Cisco TAC and report the issue.

737014

Error Message %ASA-6-737014: IPAA: Session=*session*, Freeing AAA address *ip-address*

Explanation The Secure Firewall ASA successfully released the IP address assigned through AAA.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address to be released

Recommended Action None required.

737015

Error Message %ASA-6-737015: IPAA: Session=*session*, Freeing DHCP address *ip-address*

Explanation The Secure Firewall ASA successfully released the IP address assigned through DHCP.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address to be released

Recommended Action None required.

737016

Error Message %ASA-6-737016: IPAA: Session=*session*, Freeing local pool *pool-name* address *ip-address*

Explanation The Secure Firewall ASA successfully released the IP address assigned through local pools.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IPv4 or IPv6 address to be released
- *pool-name* —The pool to which the address is being returned to

Recommended Action None required.

737017

Error Message %ASA-6-737017: IPAA: Session=*session*, DHCP request attempt *num* succeeded

Explanation The Secure Firewall ASA successfully sent a request to a DHCP server.

- *session* —The session is the VPN session ID in hexadecimal.
- *num* —The attempt number

Recommended Action None required.

737018

Error Message %ASA-5-737018: IPAA: Session=*session*, DHCP request attempt *num* failed

Explanation The Secure Firewall ASA failed to send a request to a DHCP server.

- *session* —The session is the VPN session ID in hexadecimal.
- *num* —The attempt number

Recommended Action Validate the DHCP configuration and connectivity to the DHCP server.

737019

Error Message %ASA-4-737019: IPAA: Session=*session*, Unable to get address from group-policy or tunnel-group local pools

Explanation The Secure Firewall ASA failed to acquire an address from the local pools configured on the group policy or tunnel group. The local pools may be exhausted.

- *session* —The session is the VPN session ID in hexadecimal.

Recommended Action Validate the local pool configuration and status. Validate the group policy and tunnel group configuration of local pools.

737023

Error Message %ASA-5-737023: IPAA: Session=*session*, Unable to allocate memory to store local pool address *ip-address*

Explanation The Secure Firewall ASA is low on memory.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was acquired

Recommended Action The Secure Firewall ASA may be overloaded and need more memory, or there may be a memory leak caused by a software defect. Contact the Cisco TAC and report the issue.

737024

Error Message %ASA-5-737024: IPAA: Session= , Client requested address : , already in use, retrying

Explanation The client requested an IP address that is already in use. The request will be tried using a new IP address.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that the client requested

Recommended Action None required.

737025

Error Message %ASA-5-737025: IPAA:Session=*session*, Duplicate local pool address found, {*ip-address*|(*ipv6-address*)} in quarantine

Explanation The IP address that was to be given to the client is already in use. The IP address has been removed from the pool and will not be reused.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was acquired

Recommended Action Validate the local pool configuration; there may be an overlap caused by a software defect. Contact the Cisco TAC and report the issue.

737026

Error Message %ASA-6-737026: IPAA: Session= , Client assigned *session* from local pool *ip-address*

Explanation The client has assigned the given address from a local pool.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was assigned to the client
- *pool-name* —The pool from which the address was allocated

Recommended Action None required.

737027

Error Message %ASA-3-737027: IPAA: Session= , No data for address request

Explanation A software defect has been found.

- *session* —The session is the VPN session ID in hexadecimal.

Recommended Action Contact the Cisco TAC and report the issue.

737028

Error Message %ASA-4-737028: IPAA: Session= , Unable to send *session* to standby: communication failure

Explanation The active Secure Firewall ASA was unable to communicate with the standby Secure Firewall ASA. The failover pair may be out-of-sync.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was assigned to the client

Recommended Action Validate the failover configuration and status.

737029

Error Message %ASA-6-737029: IPAA: Session=*session*, Added {*ip_address* | *ipv6_address*} to standby

Explanation The standby Secure Firewall ASA accepted the IP address assignment.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip_address* —The IP address that was assigned to the client

Recommended Action None required.

737030

Error Message %ASA-4-737030: IPAA: Session=*session*, Unable to send {*ip_address* | *ipv6_address*} to standby: address in use

Explanation The standby Secure Firewall ASA has the given address already in use when the active Secure Firewall ASA attempted to acquire it. The failover pair may be out-of-sync.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address (IPv4 or IPv6) that was assigned to the client.

Recommended Action Validate the failover configuration and status.

737031

Error Message %ASA-6-737031: IPAA: Session= , Removed *session* from standby

Explanation The standby Secure Firewall ASA cleared the IP address assignment.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was assigned to the client

Recommended Action None required.

737032

Error Message %ASA-4-737032: IPAA: Session= , Unable to remove *session* from standby: address not found

Explanation The standby Secure Firewall ASA did not have an IP address in use when the active Secure Firewall ASA attempted to release it. The failover pair may be out-of-sync.

- *session* —The session is the VPN session ID in hexadecimal.
- *ip-address* —The IP address that was assigned to the client

Recommended Action Validate the failover configuration and status.

737033

Error Message %ASA-4-737033: IPAA: Session= , Unable to assign *session* provided IP address (*addr_allocator*) to Client. This IP address has already been assigned by *ip_addr*

Explanation The address assigned by the AAA/DHCP/local pool is already in use.

- *session* —The session is the VPN session ID in hexadecimal.
- *addr_allocator* —The DHCP/AAA/local pool
- *ip_addr* —The IP address allocated by the DHCP/AAA/local pool
- *previous_addr_allocator* —The address allocator that already assigned the IP address (local pool, AAA, or DHCP)

Recommended Action Validate the AAA/DHCP/local pool address configurations. Overlap may occur.

737034

Error Message 1 %ASA-4-737030: IPAA:Session=*session*, IPv4 address: *ip-address*

Error Message 2 %ASA-4-737030: IPAA:Session=*session*, IPv6 address: *ipv6-address*

Explanation The IP address assignment process is unable to provide an address.

- *session* —The session is the VPN session ID in hexadecimal.

Recommended Action Action will be based on explanation for the failure.

737035

Error Message %ASA-7-737035: IPAA: Session=*session*, '*message_type*' message queued

Explanation A message is queued to the IP address assignment. This corresponds with syslog 737001. This message is not rate limited.

- *session* —The session is the VPN session ID in hexadecimal.

Recommended Action No action required.

737036

Error Message %ASA-6-737035: IPAA: Session=*session*, '<*address*>' message queued

Explanation IP address assignment process has provided a DHCP provisioned address back to the VPN client. This message is not rate limited.

- *session* —The session is the VPN session ID in hexadecimal.

Recommended Action No action required.

737038

Error Message %ASA7-737038: IPAA: Session=*session*, specified address *ip-address* was in-use, trying to get another.

Explanation This log occurs when the AAA server (internal or external) has specified an address to assign to the user; but this address already in-use. The request is being re-queued without a specified address to fall back to DHCP or local pools.

- *session* —The VPN session ID of the requesting session.
- *ip-address* —The IPv4 or IPv6 address specified by AAA

Recommended Action None required

737200

Error Message %ASA-7-737200: VPNFIP: Pool=*pool*, Allocated *ip-address* from pool

Explanation This log occurs an address is allocated from a local pool.

- *pool* —The local pool name.
- *ip-address* —The IPv4 or IPv6 address specified by AAA

Recommended Action None required

737201

Error Message %ASA-7-737201: VPNFIP: Pool=*pool*, Returned *ip-address* to pool (recycle=*recycle*)

Explanation This log occurs when an address returned to a local pool. The recycle flag indicates whether this address should be re-used for the next request. For rare situation, the recycle flag will be FALSE. For example, when there is an address collision, the address has been assigned to a VPN session by other means such as by AAA or DHCP. In this case, we will not immediately try to reuse that address for the next request.

- *pool* —The local pool name.
- *ip-address* —The IPv4 or IPv6 address specified by AAA

Recommended Action None required

737202

Error Message %ASA-3-737202: VPNFIP: Pool=*pool*, ERROR: *message*

Explanation This log is generated when an error event is detected related to the VPN FIP database.

- *pool* —The local pool name.
- *message* —The details for the event.

Recommended Action If error is persistent, contact Cisco TAC.

737203

Error Message %ASA-4-737203: VPNFIP: Pool=*pool*, WARN: *message*

Explanation This log is generated to warn of an event related to the VPN FIP database.

- *pool* —The local pool name.

- *message* —The details for the event.

Recommended Action If warning is persistent, contact Cisco TAC.

737204

Error Message %ASA-5-737204: VPNFIP: Pool=*pool*, NOTIFY: *message*

Explanation This log is generated to notify of an event related to the VPN FIP database.

- *pool* —The local pool name.
- *message* —The details for the event.

Recommended Action None required

737205

Error Message %ASA-6-737205: VPNFIP: Pool=*pool*, INFO: *message*

Explanation This log is generated to inform of an event related to the VPN FIP database.

- *pool* —The local pool name.
- *message* —The details for the event.

Recommended Action None required

737206

Error Message %ASA-7-737206: VPNFIP: Pool=*pool*, DEBUG: *message*

Explanation This log is generated to debug an event related to the VPN FIP database.

- *pool* —The local pool name.
- *message* —The details for the event.

Recommended Action None required

737400

Error Message %ASA-7-737400: POOLIP: Pool=*pool*, Allocated *ip-address* from pool

Explanation This log occurs an address is allocated from a local pool.

- *pool* —The local pool name
- *ip-address* —The IPv4 or IPv6 address specified by AAA

Recommended Action None required

737401

Error Message %ASA-7-737401: POOLIP: Pool=*pool*, Returned *ip-address* to pool (recycle=*recycle*)

Explanation This log occurs an address returned to a local pool. The recycle flag indicates whether this address should be re-used for the next request. For rare situation, the recycle flag will be FALSE. For example, when there is an address collision—the address has been assigned to a VPN session by other means such as by AAA or DHCP. In this case, we will not immediately try to reuse that address for the next request.

- *pool* —The local pool name
- *ip-address* —The IPv4 or IPv6 address specified by AAA

Recommended Action None required

737402

Error Message %ASA-4-737402: POOLIP: Pool=*pool*, Failed to return *ip-address* to pool (recycle=*recycle*). Reason: *message*

Explanation This log occurs unable to return an address to an address pool.

- *pool* —The local pool name
- *ip-address* —The IPv4 or IPv6 address specified by AAA
- *message* —The details of the failure. (For example, address not in pool range)

Recommended Action None required

737403

Error Message %ASA-3-737403: POOLIP: Pool=*pool*, ERROR: *message*

Explanation This log is generated when an error event is detected related to an IP local pool database.

- *pool* —The local pool name
- *message* —The details for the event.

Recommended Action If error is persistent, contact Cisco TAC.

737404

Error Message %ASA-4-737404: POOLIP: Pool=*pool*, WARN: *message*

Explanation This log is generated to warn of an event related to an IP local pool database.

- *pool* —The local pool name
- *message* —The details for the event.

Recommended Action If warning is persistent, contact Cisco TAC.

737405

Error Message %ASA-5-737405: POOLIP: Pool=*pool*, NOTIFY: *message*

Explanation This log is generated to notify of an event related to an IP local pool database.

- *pool* —The local pool name
- *message* —The details for the event.

Recommended Action None required

737406

Error Message %ASA-6-737406: POOLIP: Pool=*pool*, INFO: *message*

Explanation This log is generated to inform of an event related to an IP local pool database.

- *pool* —The local pool name
- *message* —The details for the event.

Recommended Action None required

737407

Error Message %ASA-7-737407: POOLIP: Pool=*pool*, DEBUG: *message*

Explanation This log is generated to debug an event related to an IP local pool database.

- *pool* —The local pool name
- *message* —The details for the event.

Recommended Action None required

741000

Error Message %ASA-6-741000: Coredump filesystem image created on *variable_1* - size *variable_2* MB

Explanation A core dump file system was successfully created. The file system is used to manage core dumps by capping the amount of disk space that core dumps may use.

- *variable 1* —The file system on which the core dumps are placed (for example, disk0:, disk1:, and flash:)
- *variable 2* —The size of the created core dump file system in MB

Recommended Action Make sure that you save your configuration after creating the core dump file system.

741001

Error Message %ASA-6-741001: Coredump filesystem image on *variable* - resized from *variable* MB to *variable* MB

Explanation The core dump file system has been successfully resized.

- *variable 1* —The file system on which the core dumps are placed
- *variable 2* —The size of the previous core dump file system in MB
- *variable 3* —The size of the current, newly resized core dump file system in MB

Recommended Action Make sure that you save your configuration after resizing the core dump file system. Resizing the core dump file system deletes the contents of the existing core dump file system. As a result, make sure that you archive any information before you resize the core dump file system.

741002

Error Message %ASA-6-741002: Coredump log and filesystem contents cleared on *variable_1*

Explanation All core dumps have been deleted from the core dump file system, and the core dump log has been cleared. The core dump file system and coredump log are always synchronized with each other.

- *variable 1* —The file system on which the core dumps are placed (for example, disk0:, disk1:, and flash:)

Recommended Action None required. You can clear the core dump file system to reset it to a known state using the **clear coredump** command.

741003

Error Message %ASA-6-741003: Coredump filesystem and it's contents removed on *variable_1*

Explanation The core dump file system and its contents have been removed, and the core dump feature has been disabled.

- *variable 1* —The file system on which the core dumps are placed (for example, disk0:, disk1:, and flash:)

Recommended Action Make sure that you save your configuration after the core dump feature has been disabled.

741004

Error Message %ASA-6-741004: Coredump configuration reset to default values

Explanation The core dump configuration has been reset to its default value, which is disabled.

Recommended Action Make sure that you save your configuration after the core dump feature has been disabled.

741005

Error Message %ASA-4-741005: Coredump operation '*variable_1*' failed with error *variable_2_variable_3*

Explanation An error occurred during the performance of a core dump-related operation.

- *variable 1* —This variable may have the following values:
 - CREATE_FSYS—An error occurred when creating the core dump file system.
 - CLEAR_LOG—An error occurred when clearing the core dump log.
 - DELETE_FSYS—An error occurred when deleting the core dump file system.

- CLEAR_FSYS—An error occurred when removing the contents of the core dump file system.
- MOUNT_FSYS—An error occurred when mounting the core dump file system.
 - *variable 2* —The decimal number that provides additional information about the cause of the error specified in *variable 1*.
 - *variable 3* —The descriptive ASCII string associated with *variable 2*. The ASCII string can have the following values:
- coredump files already exist
- unable to create coredump filesystem
- unable to create loopback device
- filesystem type not supported
- unable to delete the coredump filesystem
- unable to delete loopback device
- unable to unmount coredump filesystem
- unable to mount coredump filesystem
- unable to mount loopback device
- unable to clear coredump filesystem
- coredump filesystem not found
- requested coredump filesystem too big
- coredump operation aborted by administrator
- coredump command execution failed
- coredump IFS error encountered
- coredump, unidentified error encountered

Recommended Action Make sure that the core dump feature is disabled in the configuration, and send the message to the Cisco TAC for further analysis.

741006

Error Message %ASA-4-741006: Unable to write Coredump Helper configuration, reason *variable_1*

Explanation An error occurred when writing to the coredump helper configuration file. This error occurs only if disk0: is full. The configuration file is located in disk0:./coredumpinfo/coredump.cfg.

- *variable 1* —This variable includes a basic file system-related string that indicates why the writing of the core dump helper configuration file failed.

Recommended Action Disable the core dump feature, remove unneeded items from disk0:, and then reenables core dumps, if desired.

742001

Error Message %ASA-3-742001: failed to read master key for password encryption from persistent store

Explanation An attempt to read the primary password encryption key from the nonvolatile memory after bootup failed. Encrypted passwords in the configuration are not decrypted unless the primary key is set to the correct value using the **key config-key password encryption** command.

Recommended Action If there are encrypted passwords in the configuration that must be used, set the primary key to the previous value used to encrypt the password using the **key config-key password encryption** command. If there are no encrypted passwords or they can be discarded, set a new primary key. If password encryption is not used, no action is required.

742002

Error Message %ASA-3-742002: failed to set master key for password encryption

Explanation An attempt to read the **key config-key password encryption** command failed. The error may be caused by the following reasons:

- Configuration from a nonsecure terminal (for example, over a Telnet connection) was made.
- Failover is enabled, but it does not use an encrypted link.
- Another user is setting the key at the same time.
- When trying to change the key, the old key is incorrect.
- The key is too small to be secure.

Other reasons for the error may be valid. In these cases, the actual error is printed in response to the command.

Recommended Action Correct the problem indicated in the command response.

742003

Error Message %ASA-3-742003: failed to save master key for password encryption,
reason=reason_text

Explanation An attempt to save the primary key to nonvolatile memory failed. The actual reason is specified by the *reason_text* parameter. The reason can be an out-of-memory condition, or the nonvolatile store can be inconsistent.

Recommended Action If the problem persists, reformat the nonvolatile store that is used to save the key by using the **write erase** command. Before performing this step, make sure that you back up the out-of-the-box configuration. Then reenter the **write erase** command.

742004

Error Message %ASA-3-742004: failed to sync master key for password encryption,
reason=reason_text

Explanation An attempt to synchronize the primary key to the peer failed. The actual reason is specified by the *reason_text* parameter.

Recommended Action Try to correct the problem specified in the *reason_text* parameter.

742005

Error Message %ASA-3-742005: cipher text *enc_pass* is not compatible with the configured master key or the cipher text has been tampered

Explanation An attempt to decrypt a password failed. The password may have been encrypted using a primary key that is different from the current primary key, or the encrypted password has been changed from its original form.

Recommended Action If the correct primary key is not being used, correct the problem. If the encrypted password has been modified, reapply the configuration in question with a new password.

742006

Error Message %ASA-3-742006: password decryption failed due to unavailable memory

Explanation An attempt to decrypt a password failed because no memory was available. Features using this password will not work as desired.

Recommended Action Correct the memory problem.

742007

Error Message %ASA-3-742007: password encryption failed due to unavailable memory

Explanation An attempt to encrypt a password failed because no memory was available. Passwords may be left in clear text form in the configuration.

Recommended Action Correct the memory problem, and reapply the configuration that failed password encryption.

742008

Error Message %ASA-3-742008: password *enc_pass* decryption failed due to decoding error

Explanation Password decryption failed because of decoding errors, which may occur if the encrypted password has been modified after being encrypted.

Recommended Action Reapply the configuration in question with a clear text password.

742009

Error Message %ASA-3-742009: password encryption failed due to encoding error

Explanation Password encryption failed because of decoding errors, which may be an internal software error.

Recommended Action Reapply the configuration in question with a clear text password. If the problem persists, contact the Cisco TAC.

742010

Error Message %ASA-3-742010: encrypted password *enc_pass* is not well formed

Explanation The encrypted password provided in the command is not well formed. The password may not be a valid, encrypted password, or it may have been modified since it was encrypted.

- *reason_text* —A string that represents the actual cause of the failure
- *enc_pass* —The encrypted password that is related to the issue

Recommended Action Reapply the configuration in question with a clear text password.

743000

Error Message %ASA-1-743000: The PCI device with vendor ID: *vendor_id* device ID: *device_id* located at bus:device.function (hex) *bus_num:dev_num.func_num* has a link *link_attr_name* of *actual_link_attr_val* when it should have a link *link_attr_name* of *expected_link_attr_val*

Explanation A PCI device in the system is not configured correctly, which may result in the system not performing at its optimum level.

Recommended Action Collect the output of the **show controller pci detail** command, and contact the Cisco TAC.

743001

Error Message %ASA-1-743001: Backplane health monitoring detected link failure

Explanation A hardware failure has probably occurred and has been detected on one of the links between the Secure Firewall ASA Services Module and the switch chassis.

Recommended Action Contact the Cisco TAC.

743002

Error Message %ASA-1-743002: Backplane health monitoring detected link OK

Explanation A link has been restored between the Secure Firewall ASA Services Module and the switch chassis. However, the failure and subsequent recovery probably indicates a hardware failure.

Recommended Action Contact the Cisco TAC.

743004

Error Message %ASA-1-743004: System is not fully operational - The PCI device with vendor ID: *vendor_id* (*vendor_name*) device ID: *device_id* (*device_name*) could not be found in the system.

Explanation A PCI device in the system that is needed for it to be fully operational was not found.

- *vendor_id* —Hexadecimal value that identifies the device vendor
- *vendor_name* —Text string that identifies the vendor name
- *device_id* —Hexadecimal value that identifies the vendor device
- *device_name* —Text string that identifies the device name

Recommended Action Collect the output of the **show controller pci detail** command and contact the Cisco TAC.

743010

Error Message %ASA-3-743010: EOBC RPC server failed to start for client module *client_name*.

Explanation The service failed to start for a particular client of the EOBC RPC service on the server.

Recommended Action Call the Cisco TAC.

743011

Error Message %ASA-3-743011: EOBC RPC call failed, return code *code*.

Explanation The EOBC RPC client failed to make an RPC to the intended server.

Recommended Action Call the Cisco TAC.

746001

Error Message %ASA-6-746001: user-identity: *user-to-IP_address_databases* started

Explanation A database (user groups, hostnames, or IP addresses) download has started.

Recommended Action None required.

746002

Error Message %ASA-6-746002: user-identity: *user-to-IP_address_databases* complete

Explanation A database (user groups, hostnames, or IP addresses) download has completed.

Recommended Action None required.

746003

Error Message %ASA-3-746003: user-identity: *user-to-IP_address_databases* failed - *reason*

Explanation A database (user groups, hostnames, or IP addresses) download has failed because of a timeout.

Recommended Action Check the off-box AD agent status. If the AD agent is down, resolve that issue first. If the AD agent is up and running, try to download the database again. If the problem persists, contact the Cisco TAC.

746004

Error Message %ASA-4-746004: user-identity: Total number of activated user groups exceeds the maximum number of *max_groups* groups for this platform

Explanation The total number of activated user groups exceeds the maximum number of 256 user groups for this platform.

Recommended Action Too many user groups have been configured and activated. Reduce the number of configured user groups. Run the **clear user-identity user no-policy-activated** command to release user records that have not been activated in any policy. Run the **show user-identity user all** command to check the total number of users in the database.

746005

Error Message %ASA-3-746005: user-identity: The AD Agent *AD_agent_IP_address* cannot be reached - *reasonaction*

Explanation The ASA cannot reach the AD agent. There has been no response from the AD agent, or the RADIUS registration failed because the buffer was too small.

Recommended Action Check the network connection between the AD agent and the ASA. Try to reach another AD agent, if one is configured and available. If the problem persists, contact the Cisco TAC.

746006

Error Message %ASA-4-746006: user-identity: Out of sync with AD Agent, start bulk download

Explanation The AD agent cannot update the IP-user mapping events on the ASA and the AD agent event log overflows, which causes inconsistency between the AD agent and the ASA IP-user database.

Recommended Action None required. If this message persists, check the connection between the AD agent and the ASA.

746007

Error Message %ASA-5-746007: user-identity: NetBIOS response failed from User *user_name* at *user_ip*

Explanation No NetBIOS response was received for the number of retries made.

Recommended Action None required.

746008

Error Message %ASA-6-746008: user-identity: NetBIOS Logout Probe Process started

Explanation The NetBIOS process has started.

Recommended Action None required.

746009

Error Message %ASA-6-746009: user-identity: NetBIOS Logout Probe Process stopped

Explanation The NetBIOS process has stopped.

Recommended Action None required.

746010

Error Message %ASA-3-746010: user-identity: Update import-user *domain_name* - Import Failed *group_name*

Explanation Entering the **user-identity update import-user username** command failed to update a user element. Reasons for failure include the following: timeout, partial update, import aborted, group does not exist, or no reason given.

Recommended Action If the reason for failure does not exist, verify that the group name is correct in the policy. Otherwise, check the connectivity between the ASA and the AD server.

746011

Error Message %ASA-4-746011: user-identity: Total number of users created exceeds the maximum number of *max_users* for this platform

Explanation The AD group has more than the hard-coded maximum number (64000) of levels. Too many users have been configured in the activated policy.

Recommended Action Change your policies so that the number of configured users and users under configured groups does not exceed the limit.

746012

Error Message user-identity: Add IP-User mapping *ip_address - domain_name\user_name result - reason*

Explanation A new user-IP mapping has been added to the user-to-IP address mapping database. The status of the operation (success or failure) is indicated. The success reason is VPN user. The failure reasons include the following: Maximum user limit reached and Duplicated address.

Recommended Action None required.

746013

Error Message user-identity: Delete IP-User mapping *ip_address - domain_name\user name - result reason*

Explanation A change has been made to the user-to-IP address mapping database. The status of the operation (success or failure) is indicated. The success reasons include the following: Inactive timeout, NetBIOS probing failed, PIP notification, VPN user logout, Cut-through-proxy user logout, and MAC address mismatch. The failure reason is PIP notification.

Recommended Action None required.

746014

Error Message %ASA-5-746014: user-identity: [FQDN] *fqdn* address *IP_Address* obsolete

Explanation A fully qualified domain name has become obsolete.

Recommended Action None required.

746015

Error Message %ASA-5-746015: user-identity: [FQDN] *fqdn* resolved *IP_address*

Explanation A fully qualified domain name lookup has succeeded.

Recommended Action None required.

746016

Error Message %ASA-3-746016: user-identity: DNS lookup for *ip* failed, reason:*reason*

Explanation A DNS lookup has failed. Failure reasons include timeout, unresolvable, and no memory.

Recommended Action Verify that the FQDN is valid, and that the DNS server is reachable from the ASA. If the problem persists, contact the Cisco TAC.

746017

Error Message %ASA-6-746017: user-identity: Update import-user *domain_name* issued

Explanation The **user-identity update import-user** command has been issued.

Recommended Action None required.

746018

Error Message %ASA-6-746018: user-identity: Update import-user *domain_name* done

Explanation The **user-identity update import-user** command has been issued, and the import has been completed successfully.

Recommended Action None required.

746019

Error Message %ASA-3-746019: user-identity: Update AD Agent Remove IP-user mapping
AD_agent_IP_Address - user_IP\domain_name failed

Explanation The ASA failed to update or remove an IP-user mapping on the AD agent.

Recommended Action Check the status of the AD agent and the connectivity between the ASA and the AD agent. If the problem persists, contact the Cisco TAC.

747001

Error Message %ASA-3-747001: Clustering: Recovered from state machine event queue depleted.
Event (*event-id* , *ptr-in-hex* , *ptr-in-hex*) dropped. Current state *state-name* , stack
ptr-in-hex , *ptr-in-hex* , *ptr-in-hex* , *ptr-in-hex* , *ptr-in-hex* , *ptr-in-hex*

Explanation The cluster FSM event queue is full, and a new event has been dropped.

Recommended Action None.

747002

Error Message %ASA-5-747002: Clustering: Recovered from state machine dropped event (*event-id*
, *ptr-in-hex* , *ptr-in-hex*). Intended state: *state-name* . Current state: *state-name* .

Explanation The cluster FSM received an event that is incompatible with the current state.

Recommended Action None.

747003

Error Message %ASA-5-747003: Clustering: Recovered from state machine failure to process event (*event-id* , *ptr-in-hex* , *ptr-in-hex*) at state *state-name* .

Explanation The cluster FSM failed to process an event for all reasons given.

Recommended Action None.

747004

Error Message %ASA-6-747004: Clustering: state machine changed from state *state-name* to *state-name* .

Explanation The cluster FSM has progressed to a new state.

Recommended Action None.

747005

Error Message %ASA-7-747005: Clustering: State machine notify event *event-name* (*event-id* , *ptr-in-hex* , *ptr-in-hex*)

Explanation The cluster FSM has notified clients about an event.

Recommended Action None.

747006

Error Message %ASA-7-747006: Clustering: State machine is at state *state-name*

Explanation The cluster FSM moved to a stable state; that is, Disabled, Slave, or Master.

Recommended Action None.

747007

Error Message %ASA-5-747007: Clustering: Recovered from finding stray config sync thread, stack *ptr-in-hex* , *ptr-in-hex* , *ptr-in-hex* , *ptr-in-hex* , *ptr-in-hex* , *ptr-in-hex* .

Explanation Astray configuration sync thread has been detected.

Recommended Action None.

747008

Error Message %ASA-4-747008: Clustering: New cluster member *name* with serial number *serial-number-A* rejected due to name conflict with existing unit with serial number *serial-number-B* .

Explanation The same unit name has been configured on multiple units.

Recommended Action None.

747009

Error Message %ASA-2-747009: Clustering: Fatal error due to failure to create RPC server for module *module name* .

Explanation The Secure Firewall ASA failed to create an RPC server.

Recommended Action Disable clustering on this unit and try to re-enable it. Contact the Cisco TAC if the problem persists.

747010

Error Message %ASA-3-747010: Clustering: RPC call failed, message *message-name* , return code *code-value* .

Explanation An RPC call failure has occurred. The system tries to recover from the failure.

Recommended Action None.

747011

Error Message %ASA-2-747011: Clustering: Memory allocation error.

Explanation A memory allocation failure occurred in clustering.

Recommended Action Disable clustering on this unit and try to re-enable it. If the problem persists, check the memory usage on the Secure Firewall ASA.

747012

Error Message %ASA-3-747012: Clustering: Failed to replicate global object id *hex-id-value* in domain *domain-name* to peer *unit-name* , continuing operation.

Explanation A global object ID replication failure has occurred.

Recommended Action None.

747013

Error Message %ASA-3-747013: Clustering: Failed to remove global object id *hex-id-value* in domain *domain-name* from peer *unit-name* , continuing operation.

Explanation A global object ID removal failure has occurred.

Recommended Action None.

747014

Error Message %ASA-3-747014: Clustering: Failed to install global object id *hex-id-value* in domain *domain-name* , continuing operation.

Explanation A global object ID installation failure has occurred.

Recommended Action None.

747015

Error Message %ASA-4-747015: Clustering: Forcing stray member *unit-name* to leave the cluster.

Explanation A stray cluster member has been found.

Recommended Action None.

747016

Error Message %ASA-4-747016: Clustering: Found a split cluster with both *unit-name-A* and *unit-name-B* as master units. Master role retained by *unit-name-A* , *unit-name-B* will leave, then join as a slave.

Explanation A split cluster has been found.

Recommended Action None.

747017

Error Message %ASA-4-747017: Clustering: Failed to enroll unit *unit-name* due to maximum member limit *limit-value* reached.

Explanation The Secure Firewall ASA failed to enroll a new unit because the maximum member limit has been reached.

Recommended Action None.

747018

Error Message %ASA-3-747018: Clustering: State progression failed due to timeout in module *module-name* .

Explanation The cluster FSM progression has timed out.

Recommended Action None.

747019

Error Message %ASA-4-747019: Clustering: New cluster member *name* rejected due to Cluster Control Link IP subnet mismatch (*ip-address /ip-mask* on new unit, *ip-address /ip-mask* on local unit).

Explanation The control unit found that a new joining unit has an incompatible cluster interface IP address.

Recommended Action None.

747020

Error Message %ASA-4-747020: Clustering: New cluster member *unit-name* rejected due to encryption license mismatch.

Explanation The control unit found that a new joining unit has an incompatible encryption license.

Recommended Action None.

747021

Error Message %ASA-3-747021: Clustering: Master unit *unit-name* is quitting due to interface health check failure on *interface-name* .

Explanation The control unit has disabled clustering because of an interface health check failure.

Recommended Action None.

747022

Error Message %ASA-3-747022: Clustering: Asking slave unit *unit-name* to quit because it failed interface health check *x* times, rejoin will be attempted after *y* min. Failed interface: *interface-name* .

Explanation This syslog message occurs when the maximum number of rejoin attempts has not been exceeded. A data unit has disabled clustering because of an interface health check failure for the specified amount of time. This unit will re-enable itself automatically after the specified amount of time (ms).

Recommended Action None.

747023

Error Message %ASA-3-747023: Master unit %s[unit name] is quitting due to Security Service Module health check failure, and master's Security Service Module state is %s[SSM state, which can be UP/DOWN/INIT]. Rejoin will be attempted after %d[rejoin delay time] minutes.

Explanation SSM health check failure on data unit; control unit asks data unit to quit with rejoin.

Recommended Action None.

747024

Error Message %ASA-3-747024: Asking slave unit %s[unit name] to quit due to its Security Service Module health check failure, and its Security Service Module state is %s[SSM state]. The slave will decide whether to rejoin based on the configurations.

Explanation SSM health check failure on data unit; control unit asks data unit to quit. The data unit would decide whether to rejoin or not.

Recommended Action None.

747025

Error Message %ASA-4-747025: Clustering: New cluster member *unit-name* rejected due to firewall mode mismatch.

Explanation A control unit found a joining unit that has an incompatible firewall mode.

Recommended Action None.

747026

Error Message %ASA-4-747026: Clustering: New cluster member *unit-name* rejected due to cluster interface name mismatch (*ifc-name* on new unit, *ifc-name* on local unit).

Explanation A control unit found a joining unit that has an incompatible cluster control link interface name.

Recommended Action None.

747027

Error Message %ASA-4-747027: Clustering: Failed to enroll unit *unit-name* due to insufficient size of cluster pool *pool-name* in *context-name* .

Explanation A control unit could not enroll a joining unit because of the size limit of the minimal cluster pool configured.

Recommended Action None.

747028

Error Message %ASA-4-747028: Clustering: New cluster member *unit-name* rejected due to interface mode mismatch (*mode-name* on new unit, *mode-name* on local unit).

Explanation A control unit found a joining unit that has an incompatible interface-mode, either spanned or individual.

Recommended Action None.

747029

Error Message %ASA-4-747029: Clustering: Unit *unit-name* is quitting due to Cluster Control Link down.

Explanation A unit disabled clustering because of a cluster interface failure.

Recommended Action None.

747030

Error Message %ASA-3-747030: Clustering: Asking slave unit *unit-name* to quit because it failed interface health check *x* times (last failure on *interface-name*), Clustering must be manually enabled on the unit to re-join.

Explanation An interface health check has failed and the maximum number of rejoin attempts has been exceeded. A data unit has disabled clustering because of an interface health check failure.

Recommended Action None.

747031

Error Message %ASA-3-747031: Clustering: Platform mismatch between cluster master (*platform-type*) and joining unit *unit-name* (*platform-type*). *unit-name* aborting cluster join.

Explanation The joining unit's platform type does not match with that of the cluster control unit.

- *unit-name* —Name of the unit in the cluster bootstrap
- *platform-type* —Type of Secure Firewall ASA platform

Recommended Action Make sure that the joining unit has the same platform type as that of the cluster control unit.

747032

Error Message %ASA-3-747032: Clustering: Service module mismatch between cluster master (*module-name*) and joining unit *unit-name* (*module-name*) in slot *slot-number* . *unit-name* aborting cluster join.

Explanation The joining unit's external modules are not consistent (module type and order in which they are installed) with those on the cluster control unit.

- *module-name*— Name of the external module
- *unit-name* —Name of the unit in the cluster bootstrap
- *slot-number* —The number of the slot in which the mismatch occurred

Recommended Action Make sure that the modules installed on the joining unit are of the same type and are in the same order as they are in the cluster control unit.

747033

Error Message %ASA-3-747033: Clustering: Interface mismatch between cluster master and joining unit *unit-name* . *unit-name* aborting cluster join.

Explanation The joining unit's interfaces are not the same as those on the cluster control unit.

- *unit-name* —Name of the unit in the cluster bootstrap

Recommended Action Make sure that the interfaces available on the joining unit are the same as those on the cluster control unit.

747034

Error Message %ASA-4-747034: Unit %s is quitting due to Cluster Control Link down (%d times after last rejoin). Rejoin will be attempted after %d minutes.

Explanation Cluster Control Link down and the unit is kicked out with rejoin.

Recommended Action Wait for the unit to rejoin.

747035

Error Message %ASA-4-747035: Unit %s is quitting due to Cluster Control Link down. Clustering must be manually enabled on the unit to rejoin.

Explanation Cluster Control Link down and the unit is kicked out without rejoin.

Recommended Action Rejoin the unit manually.

747036

Error Message %ASA-3-747036: Application software mismatch between cluster master %s[Master unit name] (%s[Master application software name]) and joining unit (%s[Joining unit application software name]). %s[Joining member name] aborting cluster join.

Explanation The applications on control unit and the joining data unit are not the same. Data unit will be kicked out.

Recommended Action Make sure that the data unit run the same applications/services, and manually rejoin the unit.

747037

Error Message %ASA-3-747037: Asking slave unit %s to quit due to its Security Service Module health check failure %d times, and its Security Service Module state is %s. Rejoin will be attempted after %d minutes.

Explanation SSM health check failure on data unit; control unit asks data unit to quit with rejoin.

Recommended Action None.

747038

Error Message %ASA-3-747038: Asking slave unit %s to quit due to Security Service Module health check failure %d times, and its Security Service Card Module is %s. Clustering must be manually enabled on this unit to rejoin.

Explanation SSM health check failure on data; control unit asks data unit to quit with rejoin.

Recommended Action Manually rejoin the unit.

747039

Error Message %ASA-3-747039: Unit %s is quitting due to system failure for %d time(s) (last failure is %s[cluster system failure reason]). Rejoin will be attempted after %d minutes.

Explanation Clustering system failure, and the unit kicks itself out with rejoin

Recommended Action None required.

747040

Error Message %ASA-3-747040: Unit %s is quitting due to system failure for %d time(s) (last failure is %s[cluster system failure reason]). Clustering must be manually enabled on the unit to rejoin.

Explanation Clustering system failure and the unit kicks itself out without rejoin

Recommended Action Manually rejoin the unit.

747041

Error Message %ASA-3-747041: Master unit %s is quitting due to interface health check failure on %s[interface name], %d times. Clustering must be manually enabled on the unit to rejoin.

Explanation Interface health check failure on control unit; control unit kicks itself out with rejoin.

Recommended Action Manually rejoin the unit.

747042

Error Message %ASA-3-747042: Clustering: Master received the config hash string request message from an unknown member with id *cluster-member-id*

Explanation Control unit received the config hash string request event.

Recommended Action Verify requestor member is still in OnCall state.

747043

Error Message %ASA-3-747043: Clustering: Get config hash string from master error: *ret_code* *ret_code*, *string_len* *string_len*

Explanation Failed to get config hash string from control unit.

- *ret_code* □ The error return code; 0 indicates OK, and 1 indicates Failed
- *string_len* □ The hash_str length

Recommended Action Contact technical support to troubleshoot the issue on control unit. Ensure to turn on 'debug cluster ccp' to identify the root cause.

747044

Error Message %ASA-6-747044: Configuration Hash string verification result

Explanation The result of configuration hash string comparison..

- *result* □ This result can be PASSED or FAILED

Recommended Action None required.

748001

Error Message %ASA-5-748001: Module *slot_number* in chassis *chassis_number* is leaving the cluster due to a chassis configuration change

Explanation A cluster control link has changed in the MIO, a cluster group has been removed in the MIO, or a blade module has been removed in the MIO configuration.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action None required.

748002

Error Message %ASA-4-748002: Clustering configuration on the chassis is missing or incomplete; clustering is disabled

Explanation Configurations are missing or incomplete in the MIO (for example, a cluster group is not configured, or a cluster control link is not configured).

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Go to the MIO console and configure the cluster service type, add the module to the service type, and define the cluster control link accordingly.

748003

Error Message %ASA-4-748003: Module *slot_number* in chassis *chassis_number* is leaving the cluster due to a chassis health check failure

Explanation The blade cannot talk to the MIO, so it relies on the MIO to detect this communication problem and de-bundle the data ports. If data ports are de-bundled, the Secure Firewall ASA will be kicked out by an interface health check.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Check if the MIO card is up or if the communication between the MIO and the blade is still up.

748004

Error Message %ASA-5-748004: Module *slot_number* in chassis *chassis_number* is re-joining the cluster due to a chassis health check recovery

Explanation The MIO blade health check has recovered, and the Secure Firewall ASA tries to rejoin the cluster.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Check if the MIO card is up or if the communication between the MIO and the blade is still up

748005

Error Message %ASA-3-748005: Failed to bundle the ports for module *slot_number* in chassis *chassis_number* ; clustering is disabled

Explanation The MIO failed to bundle the ports for itself.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Check if the MIO is operating correctly.

748006

Error Message %ASA-3-748006: Asking module *slot_number* in chassis *chassis_number* to leave the cluster due to a port bundling failure

Explanation The MIO failed to bundle ports for a blade, so the blade has been kicked out.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Check if the MIO is operating correctly.

748007

Error Message %ASA-2-748007: Failed to de-bundle the ports for module *slot_number* in chassis *chassis_number* ; traffic may be black holed

Explanation The MIO failed to de-bundle the ports.

- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Check if the MIO is operating correctly.

748008

Error Message %ASA-6-748008: [CPU load *percentage* | memory load *percentage*] of module *slot_number* in chassis *chassis_number* (*member-name*) exceeds overflow protection threshold [CPU *percentage* | memory *percentage*]. System may be oversubscribed on member failure.

Explanation The CPU load has exceeded $(N-1)/N$, where N is the total number of active cluster members, or the memory load has exceeded $(100 - x) * (N - 1) / N + x$, where N is the number of cluster members, and x is the baseline memory usage of the last joining member.

- *percentage* —The CPU load or memory load percentile data
- *slot_number* —The blade slot ID within the chassis
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Re-plan the network and clustering deployment. Either reduce the amount of traffic or add more blades/chassis.

748009

Error Message %ASA-6-748009: [CPU load *percentage* | memory load *percentage*] of chassis *chassis_number* exceeds overflow protection threshold [CPU *percentage* | memory *percentage*]. System may be oversubscribed on chassis failure.

Explanation The chassis traffic load exceeded a certain threshold.

- *percentage* —The CPU load or memory load percentile data
- *chassis_number* —The chassis ID, which is unique for each chassis

Recommended Action Re-plan the network and clustering deployment. Either reduce the amount of traffic or add more blades/chassis.

748100

Error Message %ASA-3-748100: <application_name> application status is changed from <status> to <status>.

Explanation Detect the application status change from one state to another. Application status change will trigger application health check mechanism.

- application name—snort or disk_full
- status—init, up, down

Recommended Action Verify the status of the application.

748101

Error Message %ASA-3-748101: Peer unit <unit_id> reported its <application_name> application status is <status>.

Explanation Peer unit reported application status change that will trigger application health check mechanism.

- unit id—the unit id
- application name—snort or disk_full
- status—init, up, down

Recommended Action Verify the status of the application.

748102

Error Message %ASA-3-748102: Master unit <unit_id> is quitting due to <application_name> Application health check failure, and master's application state is <status>.

Explanation Application health check detects that the control unit is not healthy. The control unit will leave the cluster group.

- unit id—the unit id
- application name—snort or disk_full

- status—init, up, down

Recommended Action Verify the status of the application. When the application (snort) is up again, the unit will rejoin automatically.

748103

Error Message %ASA-3-748103: Asking slave unit <unit_id> to quit due to <application_name> Application health check failure, and slave's application state is <status>.

Explanation Application health check detects that the data unit is not healthy. Control unit will evict the data node.

- unit id—the unit id
- application name—snort or disk_full
- status—init, up, down

Recommended Action Verify the status of the application. When the application (snort) is up again, the unit will rejoin automatically.

748201

Error Message %ASA-4-748201: <Application name> application on module <module id> in chassis <chassis id> is <status>.

Explanation Status of the application in the service chain gets changed.

- status—up, down

Recommended Action Verify the status of the application in the service chain.

748202

Error Message %ASA-3-748202: Module <module_id> in chassis <chassis id> is leaving the cluster due to <application name> application failure\n.

Explanation Unit will be kicked out of cluster if the application such as vDP, fails.

Recommended Action Verify the status of the application in the service chain.

748203

Error Message %ASA-5-748203: Module <module_id> in chassis <chassis id> is re-joining the cluster due to a service chain application recovery\n.

Explanation Unit automatically rejoins the cluster if the service chain application such as vDP, recovers.

Recommended Action Verify the status of the application in the service chain.

750001

Error Message %ASA-5-750001: Local:local IP :local port Remote:remote IP : remote port
 Username: username Received request to request an IPsec tunnel; local traffic selector =
 local selectors: range, protocol, port range ; remote traffic selector = remote selectors:
 range, protocol, port range

Explanation A request is being made for an operation on the IPsec tunnel such as a rekey, a request to establish a connection, and so on.

- *local IP:local port* — Local IP address for this request. The Secure Firewall ASA IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known, or the tunnel group
- *local selectors* —Locally configured traffic selectors or proxies that are being used for this IPsec tunnel
- *remote selectors* —Remote peers requested traffic selectors or proxies for this IPsec tunnel

Recommended Action None required.

750002

Error Message %ASA-5-750002: Local:local IP :local port Remote: remote IP : remote port
 Username: username Received a IKE_INIT_SA request

Explanation An incoming tunnel or SA initiation request (IKE_INIT_SA request) has been received.

- *local IP:local port* — Local IP address for this request. The Secure Firewall ASA IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known, or the tunnel group

Recommended Action None required.

750003

Error Message %ASA-4-750003: Local: local IP:local port Remote: remote IP:remote port
 Username: username Negotiation aborted due to ERROR: error

Explanation The negotiation of an SA was aborted because of the provided error reason.

- *local IP:local port* — Local IP address for this request. The Secure Firewall ASA IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *error* —Error reason for aborting the negotiation. Errors include the following:

- Failed to send data on the network
- Asynchronous request queued
- Failed to enqueue packet

- A supplied parameter is incorrect
- Failed to allocate memory
- Failed the cookie negotiation
- Failed to find a matching policy
- Failed to locate an item in the database
- Failed to initialize the policy database
- Failed to insert a policy into the database
- The peer's proposal is invalid
- Failed to compute the DH value
- Failed to construct a NONCE
- An expected payload is missing from the packet
- Failed to compute the SKEYSEED
- Failed to create child SA keys
- The peer's KE payload contained the wrong DH group
- Received invalid KE notify, yet we've tried all configured DH groups
- Failed to compute a hash value
- Failed to authenticate the IKE SA
- Failed to compute or verify a signature
- Failed to validate the certificate
- The certificate has been revoked and is consequently invalid
- Failed to build or process a certificate request
- We requested a certificate, but the peer supplied none
- While sending the certificate chain, peer did not send its certificate as the first in the chain
- Detected an unsupported ID type
- Failed to construct an encrypted payload
- Failed to decrypt an encrypted payload
- Detected an invalid value in the packet
- The initiator bit is asserted in packet from original responder
- The initiator bit isn't asserted in packet from original initiator
- The message response bit is asserted in a packet from the exchange initiator
- The message response bit isn't asserted in a packet from the exchange responder
- Detected an invalid IKE SPI
- Packet is a retransmission
- Detected an invalid protocol ID

- Detected unsupported critical payload
- Detected an invalid traffic selector type
- Failed to create new SA
- Failed to delete SA
- Failed to add new SA into session DB
- Failed to add session to PSH
- Failed to delete session from osal
- Failed to delete a session from the database
- Failed to add request to SA
- Throttling request queue exceeds reasonable limit, increase the window size on peer
- Received an IKE msg id outside supported window
- Detected unsupported version number
- Received no proposal chosen notify
- Detected an error notify payload
- Detected NAT-d hash doesn't match
- Initialize sadb failed
- Initialize session db failed
- Failed to get PSH
- Negotiation context locked currently in use
- Negotiation context was not freed!
- Invalid data state found
- Failed to open PKI session
- Failed to insert public keys
- No certificate found
- Unsupported cert encoding found or Peer requested HTTP URL but never sent HTTP_LOOKUP_SUPPORTED Notification
- Sending BUNDLE URL is not supported at least for now. However, processing a BUNDLE URL is supported
- Local certificate has expired
- Failed to construct State Machine
- Error encountered while navigating State Machine
- SM Validation failed
- Could not find neg context
- Failed to add work request to SM Q
- Nonce payload is missing
- Traffic selector payload is missing

- Unsupported DH group
- Expected keypair is unavailable
- Packet isn't encrypted
- Packet is missing KE payload
- Packet is missing SA payload
- Invalid SA
- Invalid negotiation context
- Remote or local ID isn't defined
- Invalid connection id
- Unsupported auth method
- Ipsec policy not found
- Failed to initialize the event priority queue
- Failed to enqueue an item to a list
- Failed to remove an item from list
- Data in the event priority queue is NULL or corrupt
- No local IKE policy found
- Can't delete IKE SA due to in-progress task
- Expected Cookie Notify not received
- Failed to generate auth data: My auth info missing
- Failed to generate auth data: Failed to sign data
- Failed to generate auth data: Signature operation successful but unable to locate generated auth material
- Failed to receive the AUTH msg before the timer expired
- Maximum number of retransmissions reached
- Initial exchange failed
- Auth exchange failed
- Create child exchange failed
- Platform errors
- Failed to log a message
- Unwanted debug level turned on
- There are additional TS possible
- A single pairs of addresses is required
- Invalid session
- There was no IPSEC policy found for received TS
- Cannot remove request from window

- There was no proposal found in configured policy
- Nat-t test failure
- No pskey found
- Invalid compression algorithm
- Failed to get profile name from platform service handle
- Failed to find profile
- Initiator failed to match profile sent by IPSEC with profile found by peer id or certificate
- Failed to get peer id from platform service handle
- The transform attribute is invalid
- Extensible Authentication Protocol failed
- Authenticator sent NULL EAP message
- The config attribute is invalid
- Failed to calculate packet hash
- The AAA context is deleted
- Cannot alloc AAA ID
- Cannot alloc AAA request
- Cannot init AAA request
- The Authen list is not configured
- Fail to send AAA request
- Fail to alloc IP addr
- Invalid message context
- Key Auth memory failure
- EAP method does not generate MSK
- Failed to register new SA with platform
- Failed to async process session register, error: %d
- Failed to insert SA due to ipsec rekey collision
- Failed while handling a ipsec rekey collision
- Failed to accept rekey on SA that caused a rekey collision
- Failed to start timer to ensure IPsec collision SA SPI %s/%s will be deleted by the peer
- Error/Debug codes and strings are not matched
- Failed to initialize SA lifetime
- Failed to find rekey SA
- Failed to generate DH shared secret
- Failed to retrieve issuer public key hash list

- Failed to build certificate payload
- Unable to initialize the timer
- Failed to generate DH shared secret
- Failed to initialized authorization request
- Incorrect author record received from AAA
- Failed to fetch the keys from AAA
- Failed to add attribute to AAA request
- Failed to send tunnel password request to AAA
- Failed to allocate AAA context
- Insertion to policy AVL tree failed
- Deletion from policy AVL tree failed
- No Matching node found in policy AVL tree
- No Matching policy found
- No Matching proposal found
- Proposal is incomplete to be attached to the policy
- Proposal is in use
- Peer authentication method configured is mismatching with the method proposed by peer
- Failed to find the session in osal
- Failed to allocate event
- Failed to create accounting record
- Accounting not required
- Accounting not started for this session
- NAT-T disabled via cli
- Negotiating limit reached, deny SA request
- SA is already in negotiation, hence not negotiating again
- AAA group authorization failed
- AAA user authorization failed
- %% Dropping received fragment, as fragmentation is not negotiated for this SA!
- Maximum number of received fragments reached for the SA
- Number of fragments exceeds maximum allowed
- Assembled packet length %d is greater than maximum ikev2 packet size %d
- Received fragment numbers were NOT continuous or IKEV2_FRAG_FLAG_LAST_FRAGMENT flag was set on the wrong packet
- Received fragment is not valid, hence being dropped
- AAA group authorization failed

- AAA user authorization failed
- AAA author not configured in IKEv2 profile
- Failed to extract the skeyid
- Failed to send a failover msg to the standby unit
- Detected unsupported failover version
- Request was received but failover is not enabled
- Received an active unit request but the negotiated role is %s
- Received a standby unit request but the negotiated role is %s
- Invalid IP Version
- GDOI is not yet supported in IKEv2
- Failed to allocate PSH from platform
- Redirect the session to another gateway
- Redirect check failed
- Accept the session on this gateway after Redirect check
- Detected unsupported Redirect gateway ID type
- Redirect accepted, initiate new request
- Redirect accepted, clean-up IKEv2 SA, platform will initiate new request
- SA got redirected, it should not do any CREATE_CHILD_SA exchange
- DH public key computation failed
- DH secret computation failed
- IN-NEG IKEv2 Rekey SA got deleted
- Number of cert req exceeds the reasonable limit (%d)
- The negotiation context has been freed
- Assembled packet length %d is greater than maximum ikev2 packet size %d
- Received fragment numbers were NOT continuous or IKEV2_FRAG_FLAG_LAST_FRAGMENT flag was set on the wrong packet
- AAA author not configured in IKEv2 profile
- Assembled packet is not valid, hence being dropped
- Invalid VCID context

Recommended Action Review the syslog and follow the flow of the logs to determine if this syslog is the final in the exchange and if it is the cause of a potential failure or a transient error that was renegotiated through. For example, a peer may suggest a DH group via the KE payload that is not configured that causes an initial request to fail, but the correct DH group is communicated so that the peer can come back with the correct group in a new request.

750004

Error Message %ASA-5-750004: Local: *local IP: local port* Remote: *remote IP: remote port*
Username: *username* Sending COOKIE challenge to throttle possible DoS

Explanation An incoming connection request was challenged with a cookie based on the cookie challenge thresholds that are configured to prevent a possible DoS attack.

- *local IP:local port* — Local IP address for this request. The Secure Firewall ASA IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet

Recommended Action None required.

750005

Error Message %ASA-5-750005: Local: *local IP: local port* Remote: *remote IP: remote port*
Username: *username* IPsec rekey collision detected. I am lowest nonce initiator, deleting SA with inbound SPI *SPI*

Explanation A rekey collision was detected (both peers trying to initiate a rekey at the same time), and it was resolved by keeping the one initiated by this Secure Firewall ASA because it had the lowest nonce. This action caused the indicated SA referenced by the SPI to be deleted.

- *local IP:local port* — Local IP address for this request. The Secure Firewall ASA IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *SPI* —SPI handle of the SA being deleted by resolving the rekey collision that was detected

Recommended Action None required.

750006

Error Message %ASA-5-750006: Local: *local IP: local port* Remote: *remote IP: remote port*
Username: *username* SA UP. Reason: *reason*

Explanation An SA came up for the given reason, such as for a newly established connection or a rekey.

- *local IP:local port* — Local IP address for this request. The Secure Firewall ASA IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *reason* —Reason that the SA came into the UP state

Recommended Action None required.

750007

Error Message %ASA-5-750007: Local: *local IP: local port* Remote: *remote IP: remote port*
 Username: *username* SA DOWN. Reason: *reason*

Explanation An SA was torn down or deleted for the given reason, such as a request by the peer, operator request (via an administrator action), rekey, and so on.

- *local IP:local port* — Local IP address for this request. The Secure Firewall ASA IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *reason* —Reason that the SA came into the DOWN state

Recommended Action None required.

750008

Error Message %ASA-5-750008: Local: *local IP: local port* Remote: *remote IP: remote port*
 Username: *username* SA rejected due to system resource low

Explanation An SA request was rejected to alleviate a low system resource condition.

- *local IP:local port* — Local IP address for this request. The Secure Firewall ASA IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet

Recommended Action Check CAC settings for IKEv2 to determine if this is expected behavior based on configured thresholds; otherwise, if the condition persists, investigate further to alleviate the issue.

750009

Error Message %ASA-5-750009: Local: *local IP: local port* Remote: *remote IP: remote port*
 Username: *username* SA request rejected due to CAC limit reached: Rejection reason: *reason*

Explanation A Connection Admission Control (CAC) limiting threshold was reached, which caused the SA request to be rejected.

- *local IP:local port* — Local IP address for this request. The Secure Firewall ASA IP address and port number used for this connection
- *remote IP:remote port* — Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *reason* —Reason that the SA was rejected

Recommended Action Check CAC settings for IKEv2 to determine if this is expected behavior based on configured thresholds; otherwise, if the condition persists, investigate further to alleviate the issue.

750010

Error Message %ASA-5-750010: Local: *local-ip* Remote: *remote-ip* Username:*username* IKEv2 local throttle-request queue depth threshold of *threshold* reached; increase the window size on peer *peer* for better performance

- *local-ip* —Local peer IP address
- *remote-ip* —Remote peer IP address
- *username* —Username of the requester for remote access or tunnel group name for L2L, if known yet
- *threshold* —Queue depth threshold of the local throttle-request queue reached
- *peer* —Remote peer IP address

Explanation The Secure Firewall ASA overflowed its throttle request queue to the specified peer, indicating that the peer is slow. The throttle request queue holds requests destined for the peer, which cannot be sent immediately because the maximum number of requests allowed to be in-flight based on the IKEv2 window size were already in-flight. As in-flight requests are completed, requests are pulled off of the throttle request queue and sent to the peer. If the peer is not processing these requests quickly, the throttle queue backs up.

Recommended Action If possible, increase the IKEv2 window size on the remote peer to allow more concurrent requests to be in-flight, which may improve performance.



Note The Secure Firewall ASA does not currently support an increased IKEv2 window size setting.

750011

Error Message %ASA-3-750011: Tunnel Rejected: Selected IKEv2 encryption algorithm (*IKEV2 encry algo*) is not strong enough to secure proposed IPSEC encryption algorithm (*IPSEC encry algo*).

Explanation The tunnel was rejected because the selected IKEv2 encryption algorithm is not strong enough to secure the proposed IPSEC encryption algorithm.

Recommended Action Configure a stronger IKEv2 encryption algorithm to match or exceed the strength of the IPsec child SA encryption algorithm.

750012

Error Message %ASA-4-750012: Selected IKEv2 encryption algorithm (*IKEV2 encry algo*) is not strong enough to secure proposed IPSEC encryption algorithm (*IPSEC encry algo*).

Explanation The selected IKEv2 encryption algorithm is not strong enough to secure the proposed IPSEC encryption algorithm.

Recommended Action Configure a stronger IKEv2 encryption algorithm to match or exceed the strength of the IPsec child SA encryption algorithm.

750013

Error Message %ASA-5-750013 - IKEv2 SA (iSPI <ISPI> rRSP <rSPI>) Peer Moved: Previous <prev_remote_ip>:<prev_remote_port>/<prev_local_ip>:<prev_local_port>. Updated <new_remote_ip>:<new_remote_port>/<new_local_ip>:<new_local_port>

Explanation The new mobike feature allows peer IP to be changed without tearing down the tunnel. For example, a mobile device (smartphone) acquires new IP after connecting to a different network. The following list describes the message values:

- *ip* —Specifies the previous, the new local, and remote IP addresses
- *port* —Specifies the previous, the new local, and remote port information
- *SPI* —Indicates the Initiator and Responder SPI
- *iSPI* —Specifies the Initiator SPI
- *rSPI* —Specifies the Responder SPI

Recommended Action Contact the Development engineers.

750014

Error Message %ASA-4-750014: Local:<self ip>:<self port> Remote:<peer ip>:<peer port> Username:<TG or Username> IKEv2 Session aborted. Reason: Initial Contact received for Local ID: <self ID>, Remote ID: <peer ID> from remote peer:<peer ip>:<peer port> to <self ip>:<self port>

Explanation

For ASA IKEv2, the initial contact (IC) processing is done based on peer IP/Port and ASA IP/Port pairs and the stale sessions get deleted based on these IP/Port pairs. This could be a problem with NAT as IP/Port of peer may change for connections and the stale sessions would not get cleaned up based on IP/Port pairs. As per the IKEv2 RFC, the Initial Contact processing will be switched to use Identity pairs so that the stale sessions can be identified based on peer and ASA identities and clear them. The identities can be IPs, hostnames, Certificate DNs, and so on. This syslog displays the exact reason for clearing the stale sessions. This syslog will be generated on ASA after clearing a stale session from a peer while negotiating a new IKEv2 session with the same peer. This syslog is applicable only for standalone and clustering site-to-site VPNs and not for RA.

Recommended Action IKEv2 session Initial Contact processing is done to reset state between peers and clear the stale sessions. If sessions are getting cleared unexpectedly due to Initial Contact processing, ensure that all peers are configured with unique identities.

750015

Error Message %ASA-4-750015: Local:<self ip>:<self port> Remote:<peer ip>:<peer port> Username:<TG or Username> IKEv2 deleting IPSec SA. Reason: invalid SPI notification received for SPI 0x<SPI>; local traffic selector = Address Range: <start address>-<end address> Protocol: <protocol number> Port Range: <start port>-<end port> ; remote traffic selector = Address Range: <start address>-<end address> Protocol: <protocol number> Port Range: <start port>-<end port>

Explanation

When an ESP packet gets dropped due to invalid SPI, an INFORMATIONAL exchange with the peer has been added. When peer receives this notification, the child SA causing INVALID_SPI scenario will be cleared, thereby sync the child SAs sooner and reducing the traffic loss. This IKEv2 syslog is introduced when the child SA gets cleared due to INVALID_SPI INFORMATIONAL exchange. The following describes the message values:

- *SPI*—SPI in hex for which INVALID_SPI notification was received.

Recommended Action An out-of-sync IKEv2 child condition was detected and handled. No action is required.

750016

Error Message %ASA7-750016: Local: *localIP:port* Remote: *remoteIP:port* Username: *username*
IKEv2 Need to send a DPD message to peer

Explanation

The device may have terminated a connection to the peer. Dead peer detection needs to be performed for the specified peer to determine if it is still alive. The following describes the message values:

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username* —The username associated with this connection attempt

Recommended Action No action is required.

751001

Error Message %ASA-3-751001: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
Failed to complete Diffie-Hellman operation. Error: *error*

Explanation A failure to complete a Diffie-Hellman operation occurred, as indicated by the error.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *error* —The error string that indicates the specific error

Recommended Action A low memory issue or other internal error that should be resolved has occurred. If it persists, use the memory tracking tool to isolate the issue.

751002

Error Message %ASA-3-751002: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
No preshared key or trustpoint configured for self in tunnel group *group*

Explanation The Secure Firewall ASA was unable to find any type of authentication information in the tunnel group that it could use to authenticate itself to the peer.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt

- *group* —The name of the tunnel group

Recommended Action Check the tunnel group configuration, and configure a preshared key or certificate for self-authentication in the indicated tunnel group.

751003

Error Message %ASA-7-751003: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
Need to send a DPD message to peer

Explanation Dead peer detection needs to be performed for the specified peer to determine if it is still alive. The Secure Firewall ASA may have terminated a connection to the peer.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt

Recommended Action None required.

751004

Error Message %ASA-3-751004: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
No remote authentication method configured for peer in tunnel group *group*

Explanation A method to authenticate the remote peer was not found in the configuration to allow the connection.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *group* —The name of the tunnel group

Recommended Action Check the configuration to make sure that a valid remote peer authentication setting is present.

751005

Error Message %ASA-3-751005: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
AnyConnect client reconnect authentication failed. Session ID: *sessionID* , Error: *error*

Explanation A failure occurred during an AnyConnect client reconnection attempt using the session token.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *sessionID* —The session ID used to try to reconnect
- *error* —The error string to indicate the specific error that occurred during the reconnection attempt

Recommended Action Take action according to the error specified, if necessary. The error may indicate that a session was removed instead of remaining in resume state because a client disconnect was detected or sessions were cleared on the Secure Firewall ASA. If necessary, also compare this message to the event logs on the Anyconnect client.

751006

Error Message %ASA-3-751006: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
Certificate authentication failed. Error: *error*

Explanation A failure related to certificate authentication occurred.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *error* —The error string to indicate the specific certificate authentication failure

Recommended Action Take action according to the error specified, if necessary. Check the certificate trustpoint configuration and make sure that the necessary CA certificate exists to be able to correctly verify client certificate chains. Use the **debug crypto ca** commands to isolate the failure.

751007

Error Message %ASA-5-751007: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
Configured attribute not supported for IKEv2. Attribute: *attribute*

Explanation A configured attribute could not be applied to the IKE version 2 connection because it is not supported for IKE version 2 connections.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *attribute* —The attribute that is configured to be applied

Recommended Action None required, To eliminate this message from being generated, you can remove the IKE version 2 configuration setting.

751008

Error Message %ASA-3-751008: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
Group=*group* , Tunnel rejected: IKEv2 not enabled in group policy

Explanation IKE version 2 is not allowed based on the enabled protocols for the indicated group to which a connection attempt was mapped, and the connection was rejected.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *group* —The tunnel group used for connection

Recommended Action Check the group policy VPN tunnel protocol setting and enable IKE version 2, if desired.

751009

Error Message %ASA-3-751009: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
Unable to find tunnel group for peer.

Explanation A tunnel group could not be found for the peer.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt

Recommended Action Check the configuration and tunnel group mapping rules, then configure them to allow the peer to land on a configured group.

751010

Error Message %ASA-3-751010: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
Unable to determine self-authentication method. No crypto map setting or tunnel group found.

Explanation A method for authenticating the Secure Firewall ASA to the peer could not be found in either the tunnel group or crypto map.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt

Recommended Action Check the configuration, and configure a self-authentication method in the crypto map for the initiator L2L or in the applicable tunnel group.

751011

Error Message %ASA-3-751011: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
Failed user authentication. Error: *error*

Explanation A failure occurred during user authentication within EAP for an IKE version 2 remote access connection.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *error* —The error string that indicates the specific error

Recommended Action Make sure that the correct authentication credentials were provided and debug further to determine the exact cause of failure, if necessary.

751012

Error Message %ASA-3-751012: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
Failure occurred during Configuration Mode processing. Error: *error*

Explanation A failure occurred during configuration mode processing while settings were being applied to the connection.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *error* —The error string that indicates the specific error

Recommended Action Take action based on the indicated error. Use the **debug crypto ikev2** commands to determine the cause of the failure, or debug the indicated subsystem that is specified by the error, if necessary.

751013

Error Message %ASA-3-751013: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group*
Failed to process Configuration Payload request for attribute *attribute ID* . Error: *error*

Explanation The Configuration Payload request failed to process and generate a Configuration Payload response for an attribute that was requested by the peer.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *attribute ID* — The attribute ID on which the failure occurred
- *error* —The error string that indicates the specific error

Recommended Action A memory error, configuration error, or another type of error has occurred. Use the **debug crypto ikev2** commands to help isolate the cause of the failure.

751014

Error Message %ASA-4-751014: Local: *localIP:port* Remote *remoteIP:port* Username: *username/group*
Warning Configuration Payload request for attribute *attribute ID* could not be processed.
Error: *error*

Explanation A warning occurred while processing a CP request to generate a CP response for a requested attribute.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *attribute ID* — The attribute ID on which the failure occurred
- *error* —The error string that indicates the specific error

Recommended Action Take action based on the attribute indicated in the warning and the indicated warning message. For example, a newer client is being used with an older Secure Firewall ASA image, which does not understand a new attribute that has been added to the client. An upgrade of the Secure Firewall ASA image may be necessary to allow the attribute to be processed.

751015

Error Message %ASA-4-751015: Local: *localIP:port* Remote *remoteIP:port* Username: *username/group*
SA request rejected by CAC. Reason: *reason*

Explanation The connection was rejected by the call admission control to protect the Secure Firewall ASA based on configured thresholds or conditions indicated by the reason listed.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *reason* —The reason that the SA request was rejected

Recommended Action Check the reason and resolve the condition if a new connection should have been accepted or change the configured thresholds.

751016

Error Message %ASA-4-751016: Local: *localIP:port* Remote *remoteIP:port* Username: *username/group* L2L peer initiated a tunnel with the same outer and inner addresses. Peer could be Originate only - Possible misconfiguration!

Explanation The peer may be configured for originate-only connections based on the received outer and inner IP addresses for the tunnel.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt

Recommended Action Check the L2L peer configuration.

751017

Error Message %ASA-3-751017: Local: *localIP:port* Remote *remoteIP:port* Username: *username/group* Configuration Error *error description*

Explanation An error in the configuration that prevented the connection has been detected.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *error description* —A brief description of the configuration error

Recommended Action Correct the configuration based on the indicated error.

751018

Error Message %ASA-3-751018: Terminating the VPN connection attempt from *attempted group* . Reason: This connection is group locked to *locked group* .

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

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

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

751019

Error Message %ASA-4-751019: Local:*LocalAddr* Remote:*RemoteAddr* Username:*username* Failed to obtain an *licenseType* license. Maximum license limit *limit* exceeded.

Explanation A session creation failed because the maximum license limit was exceeded, which caused a failure to either initiate or respond to a tunnel request.

- *LocalAddr*— Local address for this connection attempt

- *RemoteAddr* —Remote peer address for this connection attempt
- *username* —Username for the peer attempting the connection
- *licenseType* — License type that was exceeded (other VPN or AnyConnect Premium/Essentials)
- *limit* —Number of licenses allowed and was exceeded

Recommended Action Make sure that enough licenses are available for all allowed users and/or obtain more licenses to allow the rejected connections. For multiple context mode, allow more licenses for the context that reported the failure, if necessary.

751020

Error Message %ASA-3-751020: Local:%A:%u Remote:%A:%u Username:%s An %s remote access connection failed. Attempting to use an NSA Suite B crypto algorithm (%s) without an AnyConnect Premium license.

Explanation An IKEv2 remote access tunnel could not be created because the AnyConnect Premium license was applied but explicitly disabled with the **anyconnect-essentials** command in the webvpn configuration mode.

Recommended Action Make sure that an AnyConnect Premium license is installed on the Secure Firewall ASA is configured in the remote access IKEv2 policies or IPsec proposals.

751021

Error Message %ASA-4-751021: Local:variable 1 :variable 2 Remote:variable 3 :variable 4 Username:variable 5 variable 6 with variable 7 encryption is not supported with this version of the AnyConnect Client. Please upgrade to the latest Anyconnect Client.

Explanation An out-of-date AnyConnect client tried to connect to an Secure Firewall ASA that has IKEv2 with AES-GCM encryption policy configured.

- *variable 1* —Local IP address
- *variable 2* —Local port
- *variable 3* —Remote client IP address
- *variable 4* —Remote client port
- *variable 5* —Username of the AnyConnect client (may be unknown because this occurs before the user enters a username)
- *variable 6* —Connection protocol type (IKEv1, IKEv2)
- *variable 7* —Combined mode encryption type (AES-GCM, AES-GCM 256)

Recommended Action Upgrade the AnyConnect client to the latest version to use IKEv2 with AES-GCM encryption.

751022

Error Message %ASA-3-751022: Local: local-ip Remote: remote-ip Username:username Tunnel rejected: Crypto Map Policy not found for remote traffic selector rem-ts-start /rem-ts-end /rem-ts.startport /rem-ts.endport /rem-ts.protocol local traffic selector local-ts-start /local-ts-end /local-ts.startport /local-ts.endport /local-ts.protocol !

Explanation The Secure Firewall ASA was not able to find security policy information for the private networks or hosts indicated in the message. These networks or hosts were sent by the initiator and do not match any crypto ACLs at the Secure Firewall ASA. This is most likely a misconfiguration.

- *local-ip* —Local peer IP address
- *remote-ip* —Remote peer IP address
- *username* —Username of the requester for remote access, if known yet
- *rem-ts-start* —Remote traffic selector start address
- *rem-ts-end* —Remote traffic selector end address
- *rem-ts.startport* —Remote traffic selector start port
- *rem-ts.endport* —Remote traffic selector end port
- *rem-ts.protocol* —Remote traffic selector protocol
- *local-ts-start* —Local traffic selector start address
- *local-ts-end* —Local traffic selector end address
- *local-ts.startport* —Local traffic selector start port
- *local-ts.endport* —Local traffic selector end port
- *local-ts.protocol* —Local traffic selector protocol

Recommended Action Check the protected network configuration in the crypto ACLs on both sides and make sure that the local network on the initiator is the remote network on the responder and vice-versa. Pay special attention to wildcard masks and host addresses as compared to network addresses. Non-Cisco implementations may have the private addresses labeled as proxy addresses or “red” networks.

751023

Error Message %ASA-6-751023: Local *a* :*p* Remote: *a* :*p* Username:*n* Unknown client connection

Explanation An unknown non-Cisco IKEv2 client has connected to the Secure Firewall ASA.

- *n* —The group or username (depending on context)
- *a* —An IP address
- *p* —The port number
- *ua* —The user-agent presented by the client to the Secure Firewall ASA

Recommended Action Upgrade to a Cisco-supported IKEv2 client.

751024

Error Message %ASA-3-751024: Local:*ip-addr* Remote:*ip-addr* Username:*username* IKEv2 IPv6 User Filter *tempipv6* configured. This setting has been deprecated, terminating connection

Explanation The IPv6 VPN filter has been deprecated and if it is configured instead of a unified filter for IPv6 traffic access control, the connection will be terminated.

Recommended Action Configure a unified filter with IPv6 entries to control IPv6 traffic for the user.

751025

Error Message %ASA-5-751025: Local: *local IP* :*local port* Remote: *remote IP* :*remote port* Username:*username* Group:*group-policy* IPv4 Address=*assigned_IPv4_addr* IPv6 address=*assigned_IPv6_addr* assigned to session.

Explanation This message displays the assigned IP address information for the AnyConnect IKEv2 connection of the specified user.

- *local IP :local port* —Local IP address for this request. The Secure Firewall ASA IP address and port number used for this connection
- *remote IP :remote port* —Remote IP address for this request. Peer IP address and port number that the connection is coming from
- *username* —Username of the requester for remote access, if known yet
- *group-policy* —The group policy that allowed the user to gain access
- *assigned_IPv4_addr* —The IPv4 address that is assigned to the client
- *assigned_IPv6_addr* —The IPv6 address that is assigned to the client

Recommended Action None required.

751026

Error Message %ASA-6-751026: Local: *localIP:port* Remote: *remoteIP:port* Username: *username/group* IKEv2 Client OS: *client-os* Client: *client-name client-version*

Explanation The indicated user is attempting to connect with the shown operating system and client version.

- *localIP:port* —The local IP address and port number
- *remoteIP:port* —The remote IP address and port number
- *username/group* —The username or group associated with this connection attempt
- *client-os* —The operating system reported by the client
- *client-name* —The client name reported by the client (usually AnyConnect)
- *client-version* —The client version reported by the client

Recommended Action None required.

751027

Error Message %ASA-4-751027: Local:*local IP :local port* Remote:*peer IP :peer port* Username:*username* IKEv2 Received INVALID_SELECTORS Notification from peer. Peer received a packet (SPI=*spi*). The decapsulated inner packet didn't match the negotiated policy in the SA. Packet destination *pkt_daddr* , port *pkt_dest_port* , source *pkt_saddr* , port *pkt_src_port* , protocol *pkt_prot* .

Explanation A peer received a packet on an IPsec security association (SA) that did not match the negotiated traffic descriptors for that SA. The peer sent an INVALID_SELECTORS notification containing the SPI and packet data for the offending packet.

- *local IP* —The Secure Firewall ASA local IP address
- *local port* —The Secure Firewall ASA local port
- *peer IP* —Peer IP address
- *peer port* —Peer port
- *username* —Username
- *spi* —SPI of the IPsec SA for the packet
- *pkt_daddr* —Packet destination IP address
- *pkt_dest_port* —Packet destination port
- *pkt_saddr* —Packet source IP address

- *pkt_src_port* —Packet source port
- *pkt_prot* —Packet protocol

Recommended Action Copy the error message, the configuration, and any details about the events leading up to this error, then submit them to Cisco TAC.

751028

Error Message %ASA-5-751028: Local:<localIP:port> Remote:<remoteIP:port>
Username:<username/group> IKEv2 Overriding configured keepalive values of
threshold:<config_threshold>/retry:<config_retry> to
threshold:<applied_threshold>/retry:<applied_retry>.

Explanation When configured for distributed-site to site with clustering, the keepalive threshold and retry intervals should be increased to prevent overloading the system. If the configured values are below these required values, the required values will be applied. The following list describes the message values:

- *localIP:port* — The local IP address and port number
- *remoteIP:port* — The remote IP address and port number
- *username/group* — The username or group associated with this connection attempt
- *config_threshold* — The configured keepalive threshold for tunnel-group
- *config_retry* — The configured keepalive retry for tunnel-group
- *applied_threshold* — The keepalive threshold being applied
- *applied_retry* — The keepalive retry being applied

Recommended Action Configure to at least the required minimum values.

752001

Error Message %ASA-2-752001: Tunnel Manager received invalid parameter to remove record

Explanation A failure to remove a record from the tunnel manager that might prevent future tunnels to the same peer from initiating has occurred.

Recommended Action Reloading the device will remove the record, but if the error persists or recurs, perform additional debugging of the specific tunnel attempt.

752002

Error Message %ASA-7-752002: Tunnel Manager Removed entry. Map Tag = *mapTag* . Map Sequence
Number = *mapSeq* .

Explanation An entry to initiate a tunnel was successfully removed.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action None required.

752003

Error Message %ASA-5-752003: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv2. Map Tag = *mapTag* . Map Sequence Number = *mapSeq*

Explanation An attempt is being made to initiate an IKEv2 tunnel that was based on the crypto map indicated.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action None required.

752004

Error Message %ASA-5-752004: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv1. Map Tag = *mapTag* . Map Sequence Number = *mapSeq*

Explanation An attempt is being made to initiate an IKEv1 tunnel that was based on the crypto map indicated.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action None required.

752005

Error Message %ASA-2-752005: Tunnel Manager failed to dispatch a KEY_ACQUIRE message. Memory may be low. Map Tag = *mapTag* . Map Sequence Number = *mapSeq*.

Explanation An attempt to dispatch a tunnel initiation attempt failed because of an internal error, such as a memory allocation failure.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action Use the memory tracking tools and additional debugging to isolate the issue.

752006

Error Message %ASA-3-752006: Tunnel Manager failed to dispatch a KEY_ACQUIRE message. Probable mis-configuration of the crypto map or tunnel-group. Map Tag = *Tag* . Map Sequence Number = *num*, SRC Addr: *address* port: *port* Dst Addr: *address* port: *port* .

Explanation An attempt to dispatch a tunnel initiation attempt failed because of a configuration error of the indicated crypto map or associated tunnel group.

- *Tag* —Name of the crypto map for which the initiation entry was removed
- *num* —Sequence number of the crypto map for which the initiation entry was removed
- *address* —The source IP address or destination IP address
- *port* —The source port number or destination port number

Recommended Action Check the configuration of the tunnel group and crypto map indicated to make sure that it is complete.

752007

Error Message %ASA-3-752007: Tunnel Manager failed to dispatch a KEY_ACQUIRE message. Entry already in Tunnel Manager. Map Tag = *mapTag* . Map Sequence Number = *mapSeq*

Explanation An attempt was made to re-add an existing entry into the tunnel manager.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action If the issue persists, make sure that the configuration of the peer will allow the tunnel, and debug further to make sure that the tunnel manager entries are being added and removed correctly during tunnel initiation and successful or failed initiation attempts. Debug IKE version 2 or IKE version 1 connections further, because they may still be in the process of creating the tunnel.

752008

Error Message %ASA-7-752008: Duplicate entry already in Tunnel Manager

Explanation A duplicate request to initiate a tunnel was made, and the tunnel manager is already attempting to initiate the tunnel.

Recommended Action None required. If the issue persists, either IKE version 1 or IKE version 2 may have attempted a tunnel initiation and not have timed out yet. Debug further using the applicable commands to make sure that the tunnel manager entry is removed after successful or failed initiation attempts.

752009

%ASA-4-752009: IKEv2 Doesn't support Multiple Peers

Explanation An attempt to initiate a tunnel with IKE version 2 failed because the crypto map is configured with multiple peers, which is not supported for IKE version 2. Only IKE version 1 supports multiple peers.

Recommended Action Check the configuration to make sure that multiple peers are not expected for IKE version 2 site-to-site initiation.

752010

Error Message %ASA-4-752010: IKEv2 Doesn't have a proposal specified

Explanation No IPsec proposal was found to be able to initiate an IKE version 2 tunnel .

Recommended Action Check the configuration, then configure an IKE version 2 proposal that can be used to initiate the tunnel, if necessary.

752011

Error Message %ASA-4-752011: IKEv1 Doesn't have a transform set specified

Explanation No IKE version 1 transform set was found to be able to initiate an IKE version 2 tunnel.

Recommended Action Check the configuration, then configure an IKE version 2 transform set that can be used to initiate the tunnel, if necessary.

752012

Error Message %ASA-4-752012: IKEv *protocol* was unsuccessful at setting up a tunnel. Map Tag = *mapTag* . Map Sequence Number = *mapSeq* .

Explanation The indicated protocol failed to initiate a tunnel using the configured crypto map.

- *protocol*— IKE version number 1 or 2 for IKEv1 or IKEv2
- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action Check the configuration, then debug further within the indicated protocol to determine the cause of the failed tunnel attempt.

752013

Error Message %ASA-4-752013: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv2 after a failed attempt. Map Tag = *mapTag* . Map Sequence Number = *mapSeq* .

Explanation The tunnel manager is attempting to initiate the tunnel again after it failed.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action Check the configuration, and make sure that the crypto maps are correctly configured. Then determine if the tunnel is successfully created on the second attempt.

752014

Error Message %ASA-4-752014: Tunnel Manager dispatching a KEY_ACQUIRE message to IKEv1 after a failed attempt. Map Tag = *mapTag* . Map Sequence Number = *mapSeq* .

Explanation The tunnel manager is falling back and attempting to initiate the tunnel using IKE version 1 after the tunnel failed.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action Check the configuration, and make sure that the crypto maps are correctly configured. Then determine if the tunnel is successfully created on the second attempt.

752015

Error Message %ASA-3-752015: Tunnel Manager has failed to establish an L2L SA. All configured IKE versions failed to establish the tunnel. Map Tag = *mapTag* . Map Sequence Number = *mapSeq* .

Explanation An attempt to bring up an L2L tunnel to a peer failed after trying with all configured protocols.

- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action Check the configuration, and make sure that the crypto maps are correctly configured. Debug the individual protocols to isolate the cause of the failure.

752016

Error Message %ASA-5-752016: IKEv protocol was successful at setting up a tunnel. Map Tag = *mapTag* . Map Sequence Number = *mapSeq*.

Explanation The indicated protocol (IKE version 1 or IKE version 2) successfully created an L2L tunnel.

- *protocol*— IKE version number 1 or 2 for IKEv1 or IKEv2
- *mapTag* —Name of the crypto map for which the initiation entry was removed
- *mapSeq* —Sequence number of the crypto map for which the initiation entry was removed

Recommended Action None required.

752017

Error Message %ASA-4-752017: IKEv2 Backup L2L tunnel initiation denied on interface *interface* matching crypto map *name* , sequence number *number* . Unsupported configuration.

Explanation The Secure Firewall ASA uses IKEv1 to initiate the connection because IKEv2 does not support the backup L2L feature.

Recommended Action None required if IKEv1 is enabled. You must enable IKEv1 to use the backup L2L feature.

753001

Error Message %ASA-4-753001: Unexpected IKEv2 packet received from <IP>:<port>. Error: <reason>

Explanation This syslog is generated when an IKEv2 packet is received when the cluster is operating in Distributed VPN clustering mode and fails early consistency and/or error checks performed on it in the datapath.

- <IP>—source IP address from where the packet was received
- <port>—source port from where the packet was received
- <reason>—Reason why the packet is considered invalid. This value could be *Corrupted SPI detected* or *Expired SPI received*.

Recommended Action None required if IKEv1 is enabled. You must enable IKEv1 to use the backup L2L feature.

767001

Error Message %ASA-6-767001: *Inspect-name* : Dropping an unsupported IPv6/IP46/IP64 packet from *interface :IP Addr* to *interface :IP Addr* (fail-close)

Explanation A fail-close option was set for a service policy, and a particular inspect received an IPv6, IP64, or IP46 packet. Based on the fail-close option setting, this syslog message is generated and the packet is dropped.

Recommended Action None required.

768001

Error Message %ASA-3-768001: QUOTA: *resource* utilization is high: requested *req*, current *curr*, warning level *level*

Explanation A system resource allocation level has reached its warning threshold. In the case of a management session, the resource is simultaneous administrative sessions.

- *resource*— The name of the system resource; in this case, it is a management session.
- *req* —The number requested; for a management session, it is always 1.
- *curr* —The current number allocated; equals *level* for a management session
- *level* —The warning threshold, which is 90 percent of the configured limit

Recommended Action None required.

768002

Error Message %ASA-3-768002: QUOTA: *resource* quota exceeded: requested *req*, current *curr*, limit *limit*

Explanation A request for a system resource would have exceeded its configured limit and was denied. In the case of a management session, the maximum number of simultaneous administrative sessions on the system has been reached.

- *resource*— The name of the system resource; in this case, it is a management session.
- *req* —The number requested; for a management session, it is always 1.
- *curr* —The current number allocated; equals *level* for a management session
- *limit* —The configured resource limit

Recommended Action None required.

768003

Error Message %ASA-3-768003: QUOTA: *management_session* quota exceeded for user *user_name*: current *3*, user limit *3*

Explanation The current management session exceeded the configured limits for the user.

- *current* —The current number allocated for management session for the user
- *limit* —The configured management session limit. The default value being 15.

Recommended Action None required.

768004

Error Message %ASA-3-768004: QUOTA: *management_session* quota exceeded for *ssh/telnet/http* protocol: current *2*, protocol limit *2*

Explanation The maximum number of management sessions for the protocol - ssh, telnet, or http exceeded the configured limit.

- *current* —The current number allocated for a management session
- *limit* —The configured resource limit per protocol. The default values being 5.

Recommended Action None required.

769001

Error Message %ASA-5-769001: UPDATE: ASA image '*src*' was added to system boot list

Explanation The system image has been updated. The name of a file previously downloaded onto the system has been added to the system boot list.

- *src*— The name or URL of the source image file

Recommended Action None required.

769002

Error Message %ASA-5-769002: UPDATE: ASA image '*src*' was copied to '*dest*'

Explanation The system image has been updated. An image file has been copied onto the system.

- *src*— The name or URL of the source image file
- *dest*—The name of the destination image file

Recommended Action None required.

769003

Error Message %ASA-5-769003: UPDATE: ASA image '*src*' was renamed to '*dest*'

Explanation The system image has been updated. An existing image file has been renamed to an image file name in the system boot list.

- *src*— The name or URL of the source image file
- *dest*—The name of the destination image file

Recommended Action None required.

769004

Error Message %ASA-2-769004: UPDATE: ASA image '*src_file*' failed verification, reason: *failure_reason*

Explanation The image failed verification from either the copy command or verify command.

- *src_file* — The file name or URL of the source image file
- *failure_reason* —The file name of the destination image file

Recommended Action Possible failure reasons are: insufficient system memory, no image found in file, checksum failed, signature not found in file, signature invalid, signature algorithm not supported, signature processing issue

769005

Error Message %ASA-5-769005: UPDATE: ASA image '*image_name*' passed verification

Explanation This is a notification message indicating that the image passed verification.

- *image_name* — The file name of the Secure Firewall ASA image file

Recommended Action None Required.

769006

Error Message %ASA-3-769006: UPDATE: ASA boot system image '*image_name*' was not found on disk

Explanation This is an error message indicating that the file configured in the boot system list could not be located on disk.

- *image_name* — The file name of the Secure Firewall ASA image file

Recommended Action If the device fails to boot, change the boot system command to point to a valid file or install the missing file to the disk before rebooting the device.

769007

Error Message %ASA-6-769007: UPDATE: Image version is *version_number*

Explanation This message appears when the device is upgraded.

- *version_number* — The version number of the Secure Firewall ASA image file

Recommended Action None required.

769009

Error Message %ASA-4-769009: UPDATE: Image booted *image_name* is different from boot images

Explanation This is an error message appears after upgrading the device indicating that the file configured is different from the existing list of boot images.

- *image_name* — The file name of the Secure Firewall ASA image file

Recommended Action None required.

770001

Error Message %ASA-4-770001: Resource resource allocation is more than the permitted limit of *limit*. If this condition persists, the ASA will be rebooted

Explanation The CPU or memory resource allocation for the Secure Firewall ASA virtual machine has exceeded the allowed limit for this platform. This condition does not occur unless the setting for the Secure Firewall ASA virtual machine has been changed from that specified in the software downloaded from Cisco.com.

Recommended Action To continue Secure Firewall ASA operation, change the CPU or memory resource allocation of the virtual machine to what was specified with the software downloaded from Cisco.com. or to the resource limits specified in the *Cisco ASA 1000V CLI Configuration Guide* for this platform.

770002

Error Message %ASA-1-770002: Resource resource allocation is more than the permitted limit of limit, Device will be rebooted

Explanation The CPU or memory resource allocation for the Secure Firewall ASA virtual machine has exceeded the allowed limit for this platform. This condition does not occur unless the setting for the Secure Firewall ASA virtual machine has been changed from that specified in the software downloaded from Cisco.com. The Secure Firewall ASA will continue to reboot if the resource allocation is not changed.

Recommended Action Change the CPU or memory resource allocation to the virtual machine to what was specified with the software downloaded from Cisco.com or to the resource limits specified in the *Cisco ASA 1000V CLI Configuration Guide* for this platform.

770003

Error Message %ASA-4-770003: Resource resource allocation is less than the minimum requirement of value for this platform. If this condition persists, performance will be lower than normal.

Explanation The CPU or memory resource allocation to the Secure Firewall ASA virtual machine is less than the minimum requirement for this platform. If this condition persists, performance will be lower than normal.

Recommended Action To continue Secure Firewall ASA operation, change the CPU or memory resource allocation of the virtual machine to what was specified with the software downloaded from Cisco.

771001

Error Message %ASA-5-771001: CLOCK: System clock set, source: src, before: time, after: time

Explanation The system clock was set from a local source.

- *src*—The time protocol, which can be any of the following: NTP, SNTP, VINES, or the RFC-868 time protocol
- *ip*—The IP address of the time server
- *time*—The time string in the form, “Sun Apr 1 12:34:56.789 EDT 2012”

Recommended Action None required.

771002

Error Message %ASA-5-771002: CLOCK: System clock set, source: src, IP: ip, before: time, after: time

Explanation The system clock was set from a remote source.

- *src*—The time source, which can be either manual or hardware calendar
- *ip*—The IP address of the time server
- *time*—The time string in the form, “Sun Apr 1 12:34:56.789 EDT 2012”

Recommended Action None required.

772002

Error Message %ASA-3-772002: PASSWORD: *console* login warning, user *username*, cause: password expired

Explanation A user logged into the system console with an expired password, which is permitted to avoid system lockout.

- *username*— The name of the user

Recommended Action The user should change the login password.

772003

Error Message %ASA-2-772003: PASSWORD: *session* login failed, user *username*, IP *ip*, cause: password expired

Explanation A user logged tried to log into the system with an expired password and was denied access.

- *session*— The session type, which can be SSH or Telnet
- *username*— The name of the user
- *ip* —The IP address of the user

Recommended Action If the user has authorized access, an administrator must change the password for the user. Unauthorized access attempts should trigger an appropriate response, for example. traffic from that IP address can be blocked.

772004

Error Message %ASA-3-772004: PASSWORD: *session* login failed, user *username*, IP *ip*, cause: password expired

Explanation A user logged tried to log into the system with an expired password and was denied access.

- *session*— The session type, which is ASDM
- *username*— The name of the user
- *ip* —The IP address of the user

Recommended Action If the user has authorized access, an administrator must change the password for the user. Unauthorized access attempts should trigger an appropriate response, for example. traffic from that IP address can be blocked.

772005

Error Message %ASA-6-772005: REAUTH: user '*username*' passed authentication

Explanation The user authenticated successfully after changing the password.

- *username*— The name of the user

Recommended Action None required.

772006

Error Message %ASA-2-772006: REAUTH: user '*username*' failed authentication

Explanation The user entered the wrong password while trying to change it. As a result, the password was not changed.

- *username*— The name of the user

Recommended Action The user should retry changing the password using the **change-password** command.

774001

Error Message %ASA-2-774001: POST: unspecified error

Explanation The crypto service provider failed the power on self-test.

Recommended Action Contact the Cisco TAC.

774002

Error Message %ASA-2-774002: POST: error '*err*', func '*func*', engine *eng*, algorithm *alg*, mode *mode*, dir *dir*, key len *len*

Explanation The crypto service provider failed the power on self-test.

- *err* —The failure cause
- *func* —The function
- *eng* —The engine, which can be NPX, Nlite, or software
- *alg* —The algorithm, which can be any of the following: RSA, DSA, DES, 3DES, AES, RC4, MD5, SHA1, SHA256, SHA386, SHA512, HMAC-MD5, HMAC-SHA1, HMAC-SHA2, or AES-XCBC
- *mode* —The mode, which can be any of the following: none, CBC, CTR, CFB, ECB, stateful-RC4, or stateless-RC4
- *dir* —Either encryption or decryption
- *len* —The key length in bits

Recommended Action Contact the Cisco TAC.

775001

Error Message %ASA-6-775001: Scansafe: *protocol* connection *conn_id* from *interface_name:real_address/real_port (idfw_user)* to *interface_name:real_address/real_port* redirected to *server_interface_name:server_ip_address*

Explanation A ScanSafe server is configured, and traffic matches a policy that has been configured to redirect the connection to the ScanSafe server for content scanning and other malware protection services.

Recommended Action None required.

775002

Error Message %ASA-4-775002: Scansafe: Reason - protocol connection conn_id from interface_name:real_address/real_port (idfw_user) to interface_name:real_address/real_port is action locally

Explanation If the source IP address and port of the new ScanSafe redirected connection matches the existing connection, then the ASA drops the new connection and this syslog message is generated.

- *Reason* —Duplicate connection with same source *address* and port *port*

Recommended Action Make sure of all of the following:

- The ScanSafe license key is configured.
- The public key is configured.
- The ScanSafe server is reachable by the ASA.
- The maximum number of connections has not been reached.



Note Configuring PAT and ScanSafe on a single connection are not recommended.

775003

Error Message %ASA-6-775003: Scansafe: protocol connection conn_id from interface_name:real_address/real_port (idfw_user) to interface_name:real_address/real_port is whitelisted

Explanation The traffic has been matched and does not need to be redirected to the ScanSafe server for content scanning, but can be sent directly to the intended web server.

Recommended Action None required.

775004

Error Message %ASA-4-775004: Scansafe: Primary server server-name:ip_address is unreachable

Explanation The primary ScanSafe server is not reachable on either of the configured HTTP or HTTPS ports.

Recommended Action None required.

775005

Error Message %ASA-6-775005: Scansafe: Primary server server-name:ip_address is now reachable

Explanation The primary ScanSafe server is reachable on both of the configured HTTP and HTTPS ports.

Recommended Action None required.

775006

Error Message %ASA-6-775006: Scansafe: Reachable backup server *interface:ip_address* is now active

Explanation If the primary ScanSafe server becomes unreachable, the ASA checks the connectivity to the configured backup ScanSafe server; if the backup server is reachable, it becomes the active server.

Recommended Action None required.

775007

Error Message %ASA-2-775007: Scansafe: No reachable servers found

Explanation Neither the primary nor backup ScanSafe server is reachable. Based on the configured default action(fail_close or fail_open), traffic is getting dropped or sent to the web server without being redirected.

Recommended Action If both the ScanSafe servers are not reachable, you can change the ScanSafe configuration to fail_open to send traffic to the web server without having it redirected to the ScanSafe server. This configuration changes the default action to permit.

776001

Error Message %ASA-3-776001: CTS SXP: Configured source IP *source ip error*

Explanation An error occurred while using this configured source IP address to set up an SXP connection.

- *source ip* —IPv4 or IPv6 source address
- *error* —Detailed message regarding what type of error occurs while using the configured address to set up the SXP connection, which can be one of the following:

- Does not belong to this device.
- Does not match outbound interface IP address.

Recommended Action Reconfigure the SXP connection to have a valid source IP address. Alternatively, unconfigure the source IP address and let the device select the correct source IP address based on a route lookup.

776002

Error Message %ASA-3-776002: CTS SXP: Invalid message from peer *peer IP : error*

Explanation An error occurred while parsing an SXP message.

- *peer IP* —IPv4 or IPv6 peer address
- *error* — Description of message parsing problem

Recommended Action Contact the Cisco TAC for assistance.

776003

Error Message %ASA-3-776003: CTS SXP: Connection with peer *peer IP* failed: *error*

Explanation An SXP configuration error occurred. The connection cannot be set up correctly.

- *peer IP* —IPv4 or IPv6 peer address
- *error* — Description of SXP configuration problem. The error can be one of the following values:

- Mode mismatch with received one.
- Does not exist.
- With the same peer, but different source IP address exists.
- Version mismatch with received one.
- Received binding update while in speaker mode.

Recommended Action Make sure that the connection configurations on both ends have the correct mode and IP addresses.

776004

Error Message %ASA-3-776004: CTS SXP: Fail to start listening socket after TCP process restart.

Explanation The SXP on this device cannot accept SXP connection setup requests from remote devices, because it cannot update the binding manager.

Recommended Action Disable and reenale the SXP feature to see if the listening socket can be restarted.

776005

Error Message %ASA-3-776005: CTS SXP: Binding *Binding IP - SGname (SGT)* from *peer IP instance connection instance num error* .

Explanation An SXP binding update error has occurred.

- *Binding IP* —IPv4 or IPv6 binding address
- *SGname (SGT)*—Binding SGT information. Has the following format if SGname is available: *SGname (SGT)* and the following format if SGname is unavailable: *SGT* .
- *peer IP* —IPv4 or IPv6 peer address that sent the binding
- *connection instance num* —Instance number of the SXP connection from which the binding came
- *error* —Detailed message about the binding error

Recommended Action Contact the Cisco TAC for assistance.

776006

Error Message %ASA-3-776006: CTS SXP: Internal error: *error*

Explanation The CTS SXP system encountered an internal failure.

- *error* —Detailed message about the SXP internal error, which can be one of the following:

- Source IP address of existing SXP connection cannot change.
- Password type of existing connection cannot change.
- Connection mode is the same as the existing configuration.
- IP address does not exist.

Recommended Action Contact the Cisco TAC for assistance.

776007

Error Message %ASA-3-776007: CTS SXP: Connection with peer *peer IP* (instance *connection instance num*) state changed from *original state* to Off.

Explanation The CTS SXP system encountered an internal failure, because the SXP connection with the specified instance number changed its state to off.

- *peer IP* —IPv4 or IPv6 peer address
- *connection instance num* —SXP connection instance number
- *original state* —Original connection state

Recommended Action None required.

776008

Error Message %ASA-6-776008: CTS SXP: Connection with *peer IP* (instance *connection instance num*) state changed from *original state* to *final state* .

Explanation The SXP connection with the specified instance number changed state.

- *peer IP* —IPv4 or IPv6 peer address
- *source IP* —IPv4 or IPv6 source address
- *connection instance num* —SXP connection instance number
- *original state* —Original connection state
- *final state* —Final connection state, which can be any state except the Off state.

Recommended Action None required.

776009

Error Message %ASA-5-776009: CTS SXP: password changed.

Explanation The SXP system password has been changed.

Recommended Action None required.

776010

Error Message %ASA-5-776010: CTS SXP: SXP default source IP is changed *original source IP* *final source IP* .

Explanation The SXP default source IP address has been changed on this device.

- *original source IP* —IPv4 or IPv6 original default source IP address
- *final source IP* —IPv4 or IPv6 final default source IP address

Recommended Action None required.

776011

Error Message %ASA-5-776011: CTS SXP: *operational state* .

Explanation The SXP feature has changed operational state and works only when the feature is enabled.

- *operational state* —Flags the state whether CTS SXP is enabled or disabled.

Recommended Action None required.

776012

Error Message %ASA-7-776012: CTS SXP: *timer name* timer started for connection with peer *peer IP* .

Explanation The specified SXP timer started.

- *peer IP* —IPv4 or IPv6 peer address. For timers that are not triggered by connection-based events, that is, the retry open timer, a default IP address of 0.0.0.0 is used.
- *timer name* —Timer name

Recommended Action None required.

776013

Error Message %ASA-7-776013: CTS SXP: *timer name* timer stopped for connection with peer *peer IP* .

Explanation The specified SXP timer stopped.

- *peer IP* —IPv4 or IPv6 peer address. For timers that are not triggered by connection-based events, that is, the retry open timer, a default IP address of 0.0.0.0 is used.
- *timer name* —Timer name

Recommended Action None required.

776014

Error Message %ASA-7-776014: CTS SXP: SXP received binding forwarding request (*action*) binding *binding IP* - *SGname* (*SGT*) .

Explanation The SXP received a binding forwarding request. The request comes from the binding manager when it wants SXP to broadcast the latest net binding changes within the binding manager.

- *action* —Add or delete operation
- *binding IP* —IPv4 or IPv6 binding address
- *SGname* (*SGT*)—Binding SGT information. Has the following format if SGname is available: *SGname* (*SGT*) and the following format if SGname is unavailable: *SGT* .

Recommended Action None required.

776015

Error Message %ASA-7-776015: CTS SXP: Binding *binding IP* - *SGname (SGT)* is forwarded to peer *peer IP* (instance *connection instance num*).

Explanation The SXP forwarded binding to the peer.

- *binding IP* —IPv4 or IPv6 binding address
- *SGname (SGT)*—Binding SGT information. Has the following format if SGname is available: *SGname (SGT)* and the following format if SGname is unavailable: *SGT*.
- *peer IP* —IPv4 or IPv6 peer address
- *connection instance num* —SXP connection instance number

Recommended Action None required.

776016

Error Message %ASA-7-776016: CTS SXP: Binding *binding IP* - *SGName (SGT)* from peer *peer IP* (instance *binding's connection instance num*) changed from old instance: *old instance num*, old sgt: *old SGName (SGT)*.

Explanation Binding changed in the SXP database.

- *binding IP* —IPv4 or IPv6 binding address
- *SGname (SGT)*—Binding SGT information. Has the following format if SGname is available: *SGname (SGT)* and the following format if SGname is unavailable: *SGT*.
- *peer IP* —Binding source IPv4 or IPv6 address
- *binding's connection instance num* —SXP connection instance number
- *old instance num* —Old connection instance number on which the binding was learned
- *old SGName (SGT)*—Binding old SGT information. Has the following format if SGname is available: *SGname (SGT)* and the following format if SGname is unavailable: *SGT*.

Recommended Action None required.

776017

Error Message %ASA-7-776017: CTS SXP: Binding *binding IP* - *SGname (SGT)* from peer *peer IP* (instance *connection instance num*) deleted in SXP database.

Explanation Binding was deleted in the SXP database.

- *binding IP* —IPv4 or IPv6 binding address
- *SGname (SGT)*—Binding SGT information. Has the following format if SGname is available: *SGname (SGT)* and the following format if SGname is unavailable: *SGT*.
- *peer IP* —Binding source IPv4 or IPv6 peer address
- *connection instance num* —SXP connection instance number

Recommended Action None required.

776018

Error Message %ASA-7-776018: CTS SXP: Binding *binding IP* - *SGname* (SGT) from peer *peer IP* (instance *connection instance num*) added in SXP database.

Explanation Binding was added in the SXP database.

- *binding IP* —IPv4 or IPv6 binding address
- *SGname* (*SGT*)—Binding SGT information. Has the following format if SGname is available: *SGname* (*SGT*) and the following format if SGname is unavailable: *SGT*.
- *peer IP* —Binding source IPv4 or IPv6 peer address
- *connection instance num* —SXP connection instance number

Recommended Action None required.

776019

Error Message %ASA-7-776019: CTS SXP: Binding *binding IP* - *SGname* (*SGT*) *action taken* .
Update binding manager.

Explanation The SXP updated the binding manager with the binding change.

- *binding IP* —IPv4 or IPv6 binding address
- *SGname* (*SGT*)—Binding SGT information. Has the following format if SGname is available: *SGname* (*SGT*) and the following format if SGname is unavailable: *SGT*.
- *action taken* —Action taken, which can be one of the following: added, deleted, or changed.

Recommended Action None required.

776020

Error Message %ASA-3-776020: CTS SXP: Unable to locate egress interface to peer *peer IP* .

Explanation The ASA cannot locate the egress interface to the SXP peer.

- *binding IP* —IPv4 or IPv6 address

Recommended Action Make sure that the SXP peer is routable from the device.

