

Syslog Messages 101001 to 199027

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Messages 101001 to 109213

This section includes messages from 101001 to 109213.

101001

Error Message `%ASA-1-101001: (Primary) Failover cable OK.`

Explanation The failover cable is present and functioning correctly. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

101002

Error Message `%ASA-1-101002: (Primary) Bad failover cable.`

Explanation The failover cable is present, but not functioning correctly. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Replace the failover cable.

101003, 101004

Error Message `%ASA-1-101003: (Primary) Failover cable not connected (this unit)`

Error Message `%ASA-1-101004: (Secondary) Failover cable not connected (other unit)`

Explanation Failover mode is enabled, but the failover cable is not connected to one unit of the failover pair. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Connect the failover cable to both units of the failover pair.

101005

Error Message `%ASA-1-101005: (Primary) Error reading failover cable status.`

Explanation The failover cable is connected, but the primary unit is unable to determine its status.

Recommended Action Replace the cable.

103001

Error Message `%ASA-1-103001: (Primary) No response from other firewall (reason code = code).`

Explanation The primary unit is unable to communicate with the secondary unit over the failover cable. Primary can also be listed as Secondary for the secondary unit. The following table lists the reason codes and the descriptions to determine why the failover occurred.

Reason Code	Description
1	The local unit is not receiving the hello packet on the failover LAN interface when LAN failover occurs or on the serial failover cable when serial failover occurs, and declares that the peer is down.
2	An interface did not pass one of the four failover tests, which are as follows: 1) Link Up, 2) Monitor for Network Traffic, 3) ARP, and 4) Broadcast Ping.
3	No proper ACK for 15+ seconds after a command was sent on the serial cable.
4	The failover LAN interface is down, and other data interfaces are not responding to additional interface testing. In addition, the local unit is declaring that the peer is down.

Reason Code	Description
5	The standby peer went down during the configuration synchronization process.
6	Replication is not complete; the failover unit is not synchronized.

Recommended Action Verify that the failover cable is connected correctly and both units have the same hardware, software, and configuration. If the problem persists, contact the Cisco TAC.

103002

Error Message `%ASA-1-103002: (Primary) Other firewall network interface` *`interface_number`* `OK.`

Explanation The primary unit has detected that the network interface on the secondary unit is okay. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

103003

Error Message `%ASA-1-103003: (Primary) Other firewall network interface` *`interface_number`* `failed.`

Explanation The primary unit has detected a bad network interface on the secondary unit. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Check the network connections on the secondary unit and the network hub connection. If necessary, replace the failed network interface.

103004

Error Message `%ASA-1-103004: (Primary) Other firewall reports this firewall failed.` *`reason-string`*

Explanation The primary unit received a message from the secondary unit indicating that the primary unit has failed. Primary can also be listed as Secondary for the secondary unit. The reason can be one of the following:

- Missed poll packets on failover command interface exceeded threshold.
- LAN failover interface failed.
- Peer failed to enter Standby Ready state.
- Failed to complete configuration replication. This firewall's configuration may be out of sync.
- Failover message transmit failure and no ACK for busy condition received.

Recommended Action Verify the status of the primary unit.

103005

Error Message `%ASA-1-103005: (Primary) Other firewall reporting failure. Reason: SSM_card_failure`

Explanation The secondary unit has reported an SSM card failure to the primary unit. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Verify the status of the secondary unit.

103006

Error Message `%ASA-1-103006: (Primary|Secondary) Mate version ver_num is not compatible with ours ver_num.`

Explanation The Secure Firewall ASA has detected a peer unit that is running a version that is different than the local unit and is not compatible with the HA Hitless Upgrade feature.

- *ver_num* —Version number.

Recommended Action Install the same or a compatible version image on both units.

103007

Error Message `%ASA-1-103007: (Primary|Secondary) Mate version ver_num is not identical with ours ver_num.`

Explanation The Secure Firewall ASA has detected that the peer unit is running a version that is not identical, but supports Hitless Upgrade and is compatible with the local unit. The system performance may be degraded because the image version is not identical, and the Secure Firewall ASA may develop a stability issue if the nonidentical image runs for an extended period.

- **ver_num**—Version number

Recommended Action Install the same image version on both units as soon as possible.

103008

Error Message `%ASA-1-103008: host Mate hwdib index Idx is not identical with ours.`

Explanation The number of interfaces on the active and standby units is not the same.

Recommended Action Verify that the units have the same number of interfaces. You might need to install additional interface modules, or use different devices. After the physical interfaces match, force a configuration sync by entering the **write standby** command.

104001, 104002

Error Message `%ASA-1-104001: (Primary) Switching to ACTIVE - string.`

Error Message `%ASA-1-104002: (Secondary) Switching to STANDBY - string.`

Explanation You have forced the failover pair to switch roles, either by entering the **failover active** command on the standby unit, or the **no failover active** command on the active unit. Primary can also be listed as Secondary for the secondary unit. Possible values for the string variable are as follows:

- state check
- bad/incomplete config
- ifc [interface] check, mate is healthier
- the other side wants me to standby
- in failed state, cannot be active
- switch to failed state
- other unit set to active by CLI config command fail active

Recommended Action If the message occurs because of manual intervention, no action is required. Otherwise, use the cause reported by the secondary unit to verify the status of both units of the pair.

104003

Error Message `%ASA-1-104003: (Primary) Switching to FAILED.`

Explanation The primary unit has failed.

Recommended Action Check the messages for the primary unit for an indication of the nature of the problem (see message 104001). Primary can also be listed as Secondary for the secondary unit.

104004

Error Message `%ASA-1-104004: (Primary) Switching to OK.`

Explanation A previously failed unit reports that it is operating again. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

104500

Error Message `%ASA-1-104500: (Primary|Secondary) Switching to ACTIVE - switch reason: reason`

Explanation

This HA unit is assuming the Active role for the Cloud HA pair. Possible values for the reason string are:

- no existing Active unit present
- unable to send message to Active unit
- no response to Hello message received from Active unit
- user initiated failover on this unit
- user initiated failover on peer unit
- invalid message received on failover connection

Recommended Action None required.

104501

Error Message `%ASA-1-104501: (Primary|Secondary) Switching to BACKUP - switch reason: reason`

Explanation This HA unit is assuming the Backup role for the Cloud HA pair. Possible values for the reason string are:

- existing Active unit present
- user initiated failover on this unit
- user initiated failover on peer unit

Recommended Action None required.

104502

Error Message `%ASA-1-104502: (Primary|Secondary) Becoming Backup unit failed`

Explanation This HA unit failed to assume the Backup role for the Cloud HA pair. The reason being the same as that of 104500 and 104501.

Recommended Action None required.

105001

Error Message `%ASA-1-105001: (Primary) Disabling failover.`

Explanation In version 7.x and later, this message may indicate the following: failover has been automatically disabled because of a mode mismatch (single or multiple), a license mismatch (encryption or context), or a hardware difference (one unit has an IPS SSM installed, and its peer has a CSC SSM installed). Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

105002

Error Message `%ASA-1-105002: (Primary) Enabling failover.`

Explanation You have used the **failover** command with no arguments on the console, after having previously disabled failover. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

105003

Error Message `%ASA-1-105003: (Primary) Monitoring on interface interface_name waiting`

Explanation The Secure Firewall ASA is testing the specified network interface with the other unit of the failover pair. Primary can also be listed as Secondary for the secondary unit.

Note There could be delay in the logging of syslog when compared to the actual status change. This delay is due to the poll time and hold time that is configured for the interface monitoring.

Recommended Action None required. The Secure Firewall ASA monitors its network interfaces frequently during normal operation.

105004

Error Message `%ASA-1-105004: (Primary) Monitoring on interface interface_name normal`

Explanation The test of the specified network interface was successful. Primary can also be listed as Secondary for the secondary unit.

Note There could be delay in the logging of syslog when compared to the actual status change. This delay is due to the poll time and hold time that is configured for the interface monitoring.

Recommended Action None required.

105005

Error Message `%ASA-1-105005: (Primary) Lost Failover communications with mate on interface interface_name`

Explanation One unit of the failover pair can no longer communicate with the other unit of the pair. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Verify that the network connected to the specified interface is functioning correctly.

105006, 105007

Error Message `%ASA-1-105006: (Primary) Link status 'Up' on interface interface_name`

Error Message `%ASA-1-105007: (Primary) Link status 'Down' on interface interface_name.`

Explanation The results of monitoring the link status of the specified interface have been reported. Primary can also be listed as Secondary for the secondary unit.

Recommended Action If the link status is down, verify that the network connected to the specified interface is operating correctly.

105008

Error Message `%ASA-1-105008: (Primary) Testing Interface interface_name`

Explanation Testing of a specified network interface has occurred. This testing is performed only if the Secure Firewall ASA fails to receive a message from the standby unit on that interface after the expected interval. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required.

105009

Error Message `%ASA-1-105009: (Primary) Testing on interface interface_name {Passed|Failed}`

Explanation The result (either Passed or Failed) of a previous interface test has been reported. Primary can also be listed as Secondary for the secondary unit.

Recommended Action None required if the result is Passed. If the result is Failed, you should check the network cable connection to both failover units, that the network itself is functioning correctly, and verify the status of the standby unit.

105010

Error Message `%ASA-3-105010: (Primary) Failover message block alloc failed`

Explanation Block memory was depleted. This is a transient message and the Secure Firewall ASA should recover. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Use the show blocks command to monitor the current block memory.

105011

Error Message `%ASA-1-105011: (Primary) Failover cable communication failure`

Explanation The failover cable is not permitting communication between the primary and secondary units. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Ensure that the cable is connected correctly.

105020

Error Message `%ASA-1-105020: (Primary) Incomplete/slow config replication`

Explanation When a failover occurs, the active Secure Firewall ASA detects a partial configuration in memory. Normally, this is caused by an interruption in the replication service. Primary can also be listed as Secondary for the secondary unit.

Recommended Action After the Secure Firewall ASA detects the failover, the Secure Firewall ASA automatically reboots and loads the configuration from flash memory and/or resynchronizes with another Secure Firewall ASA. If failovers occurs continuously, check the failover configuration and make sure that both Secure Firewall ASAs can communicate with each other.

105021

Error Message `%ASA-1-105021: (Failover_unit) Standby unit failed to sync due to a locked context_name config. Lock held by lock_owner_name`

Explanation During configuration synchronization, a standby unit will reload itself if some other process locks the configuration for more than five minutes, which prevents the failover process from applying the new configuration. This can occur when an administrator pages through a running configuration on the standby unit while configuration synchronization is in process. See also the **show running-config** command in

privileged EXEC mode and the **pager lines num** command in global configuration mode in the *Command Reference Guides*.

Recommended Action Avoid viewing or modifying the configuration on the standby unit when it first boots up and is in the process of establishing a failover connection with the active unit.

105022

Error Message `%ASA-1-105022: (host) Config replication failed with reason = reason`

Explanation When high availability replication fails, the message is generated. Where,

- *host*—Indicates the current failover unit, namely, primary or secondary.
- *reason*—The time out expiry reason for termination of the failover configuration replication:
  - CFG_SYNC_TIMEOUT—Where, the 60-second timer for the configuration to be replicated from active to standby lapses, and the device starts to reboot.
  - CFG_PROGRESSION_TIMEOUT—Where, the interval timer of 6 hours which governs the high availability configuration replication lapses.

Recommended Action None.

105031

Error Message `%ASA-1-105031: Failover LAN interface is up`

Explanation The LAN failover interface link is up.

Recommended Action None required.

105032

Error Message `%ASA-1-105032: LAN Failover interface is down`

Explanation The LAN failover interface link is down.

Recommended Action Check the connectivity of the LAN failover interface. Make sure that the speed or duplex setting is correct.

105033

Error Message `%ASA-1-105033: LAN FO cmd Iface down and up again`

Explanation LAN interface of failover gone down.

Recommended Action Verify the failover link, might be a communication problem.

105034

Error Message `%ASA-1-105034: Receive a LAN_FAILOVER_UP message from peer.`

Explanation The peer has just booted and sent the initial contact message.

Recommended Action None required.

105035

Error Message `%ASA-1-105035: Receive a LAN failover interface down msg from peer.`

Explanation The peer LAN failover interface link is down. The unit switches to active mode if it is in standby mode.

Recommended Action Check the connectivity of the peer LAN failover interface.

105036

Error Message `%ASA-1-105036: dropped a LAN Failover command message.`

Explanation The Secure Firewall ASA dropped an unacknowledged LAN failover command message, indicating a connectivity problem exists on the LAN failover interface.

Recommended Action Check that the LAN interface cable is connected.

105037

Error Message `%ASA-1-105037: (`*`Primary and Standby`*`) Both units are switching back and forth as the active unit`

Explanation The primary and standby units are switching back and forth as the active unit, indicating a LAN failover connectivity problem or software bug exists.

Recommended Action Make sure that the LAN interface cable is connected.

105038

Error Message `%ASA-1-105038: (Primary) Interface count mismatch`

Explanation When a failover occurs, the active Secure Firewall ASA detects a partial configuration in memory. Normally, this is caused by an interruption in the replication service. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Once the failover is detected by the Secure Firewall ASA, the Secure Firewall ASA automatically reboots and loads the configuration from flash memory and/or resynchronizes with another Secure Firewall ASA. If failovers occur continuously, check the failover configuration and make sure that both Secure Firewall ASAs can communicate with each other.

105039

Error Message `%ASA-1-105039: (Primary) Unable to verify the Interface count with mate. Failover may be disabled in mate.`

Explanation Failover initially verifies that the number of interfaces configured on the primary and secondary Secure Firewall ASAs are the same. This message indicates that the primary Secure Firewall ASA is not able to verify the number of interfaces configured on the secondary Secure Firewall ASA. This message indicates that the primary Secure Firewall ASA is not able to communicate with the secondary Secure Firewall ASA over the failover interface. Primary can also be listed as Secondary for the secondary unit.

Recommended Action Verify the failover LAN, interface configuration, and status on the primary and secondary Secure Firewall ASAs. Make sure that the secondary Secure Firewall ASA is running the Secure Firewall ASA application and that failover is enabled.

105040

Error Message `%ASA-1-105040: (Primary) Mate failover version is not compatible.`

Explanation The primary and secondary Secure Firewall ASAs should run the same failover software version to act as a failover pair. This message indicates that the secondary Secure Firewall ASA failover software version is not compatible with the primary Secure Firewall ASA. Failover is disabled on the primary Secure Firewall ASA. Primary can also be listed as Secondary for the secondary Secure Firewall ASA.

Recommended Action Maintain consistent software versions between the primary and secondary Secure Firewall ASAs to enable failover.

105041

Error Message `%ASA-1-105041: cmd failed during sync`

Explanation Replication of the nameif command failed, because the number of interfaces on the active and standby units is not the same.

Recommended Action Verify that the units have the same number of interfaces. You might need to install additional interface modules, or use different devices. After the physical interfaces match, force a configuration sync by entering the **write standby** command.

105042

Error Message `%ASA-1-105042: (Primary) Failover interface OK`

Explanation The interface that sends failover messages could go down when physical status of the failover link is down or when L2 connectivity between the failover peers is lost resulting in dropping of ARP packets. This message is generated after restoring the L2 ARP connectivity.

Recommended Action None required.

105043

Error Message `%ASA-1-105043: (Primary) Failover interface failed`

Explanation This syslog is generated when physical status of the failover link is down or when L2 connectivity between the failover peers is lost. The disconnection results in loss of ARP packets flowing between the units.

Recommended Action

- Check the physical status of the failover link, ensure its physical and operational status is functional.
- Ensure ARP packets flow through the transit path of the failover links between the failover pairs.

105044

Error Message `%ASA-1-105044: (Primary) Mate operational mode (mode) is not compatible with my mode (mode).`

Explanation When the operational mode (single or multiple) does not match between failover peers, failover will be disabled.

Recommended Action Configure the failover peers to have the same operational mode, and then reenable failover.

105045

Error Message `%ASA-1-105045: (Primary) Mate license (number_contexts) is not compatible with my license (number_contexts).`

Explanation When the feature licenses do not match between failover peers, failover will be disabled.

Recommended Action Configure the failover peers to have the same feature license, and then reenable failover.

105046

Error Message `%ASA-1-105046: (Primary|Secondary) Mate has a different chassis`

Explanation Two failover units have a different type of chassis. For example, one has a three-slot chassis; the other has a six-slot chassis.

Recommended Action Make sure that the two failover units are the same.

105047

Error Message `%ASA-1-105047: Mate has a io_card_name1 card in slot slot_number which is different from my io_card_name2`

Explanation The two failover units have different types of cards in their respective slots.

Recommended Action Make sure that the card configurations for the failover units are the same.

105048

Error Message `%ASA-1-105048: (unit) Mate's service module (application) is different from mine (application).`

Explanation The failover process detected that different applications are running on the service modules in the active and standby units. The two failover units are incompatible if different service modules are used.

- **unit**—Primary or secondary
- **application**—The name of the application, such as InterScan Security Card

Recommended Action Make sure that both units have identical service modules before trying to reenable failover.

105050

Error Message `%ASA-3-105050: (host) Number of Ethernet interfaces on Standby unit (int_number) is less than number on Active unit (int_number).`

Explanation Number of Ethernet interfaces on standby unit is less than that on active unit.

Recommended Action Secure Firewall ASA with same number of interfaces should be paired up with each other. Verify that the units have the same number of interfaces. You might need to install additional interface modules, or use different devices. After the physical interfaces match, force a configuration sync by entering the **write standby** command.

105052

Error Message `%ASA-3-105052: HA:cipher in use algorithm name strong encryption is status, please reboot to use strong cipher and preferably change the key in use`

Explanation When the failover key is configured prior to a license update, the weaker cipher is not switched to a stronger cipher automatically. This syslog is generated, every 30 seconds to alert that a weaker cipher is still being used when a stronger cipher is available.

Example %ASA-3-105052 HA cipher in use DES strong encryption is AVAILABLE, please reboot to use strong cipher and preferably change the key in use.

Recommended Action Remove the failover key configuration and reconfigure the key. Reload the standby, and then reload the active device.

105500

Error Message `%ASA-5-105500: (Primary|Secondary) Started HA`

Explanation Cloud HA has been enabled on this ASA Virtual.

Recommended Action None required.

105501

Error Message `%ASA-5-105501: (Primary|Secondary) Stopping HA`

Explanation Cloud HA has been disabled on this ASA Virtual.

Recommended Action None required.

105502

Error Message `%ASA-1-105502: (Primary|Secondary) Restarting Cloud HA on this unit, reason: string`

Explanation An error occurred and caused this HA unit to restart Cloud HA. Possible values for the reason string are:

- failed to become Backup unit
- unable to create failover connection

Recommended Action None required.

105503

Error Message `%ASA-5-105503: (Primary|Secondary) Internal state changed from previous_state to new_state`

Explanation There was a change to the internal HA state.

Recommended Action None required.

105504

Error Message `%ASA-5-105504: (Primary|Secondary) Connected to peer peer-ip:port`

Explanation This HA unit has established communication with its HA peer.

Recommended Action None required.

105505

Error Message `%ASA-4-105505: (Primary|Secondary) Failed to connect to peer unit peer-ip:port`

Explanation This HA unit has failed to establish communication with its HA peer.

Recommended Action

This may occur if there is no HA peer present. If there is an HA peer present with failover enabled there could be connectivity issue between peers. Verify using the show failover command that:

- The peer IP address configured on each unit is matches an interface IP address on the peer
- The peer port number on each unit matches the failover control (server) port on the peer
- The interfaces used for the peer connection are not shutdown
- Any IP routes required for IP connectivity are present

105506

Error Message `%ASA-2-105506: (Primary|Secondary) Unable to create socket for port port for failover_connection|load_balancer_probes, error: error_string`

Explanation An internal error occurred while attempting to create a socket needed for the failover connection or resonding to Azure load balancer probes.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105507

Error Message `%ASA-2-105507: (Primary|Secondary) Unable to bind socket for port port for failover_connection|load_balancer_probes, error: error_string`

Explanation An internal error occurred while attempting to start a socket needed for the failover connection or resonding to Azure load balancer probes.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105508

Error Message `%ASA-2-105508: (Primary|Secondary) Error creating failover connection socket for port port`

Explanation An internal error occurred while attempting to create a socket on the Active unit for exchanging failover control messages with the Backup unit.

Recommended Action This message is preceeded by a 104509 or 104510 message. Follow the Recommended Action for the message that precedes this one.

105509

Error Message `%ASA-3-105509: (Primary|Secondary) Error sending message_name message to peer unit peer-ip, error: error_string`

Explanation An error occurred while attempting to send a failover control message to the peer unit.

Recommended Action If the error was not caused by the failure of the peer unit, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105510

Error Message `%ASA-3-105510: (Primary|Secondary) Error receiving message from peer unit peer-ip, error: error_string`

Explanation An error occurred while attempting to receive a failover control message to the peer unit.

Recommended Action If the error was not caused by the failure of the peer unit, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105511

Error Message `%ASA-3-105511: (Primary|Secondary) Incomplete read of message header of message from peer unit peer-ip: bytes bytes read of expected header_length header byte`

Explanation An error occurred while attempting to receive a failover control message to the peer unit.

Recommended Action If the error was not caused by the failure of the peer unit, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105512

Error Message `%ASA-3-105512: (Primary|Secondary) Error receiving message body of message from peer unit peer-ip, error: error_string`

Explanation An error occurred while attempting to receive a failover control message to the peer unit.

Recommended Action If the error was not caused by the failure of the peer unit, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105513

Error Message `%ASA-3-105513: (Primary|Secondary) Incomplete read of message body of message from peer unit peer-ip: bytes bytes read of expected message_length message body bytes`

Explanation An error occurred while attempting to receive a failover control message to the peer unit.

Recommended Action If the error was not caused by the failure of the peer unit, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105514

Error Message `%ASA-3-105514: (Primary|Secondary) Error occurred when responding to message_name message received from peer unit peer-ip, error: error_string`

Explanation An error occurred while attempting to receive a failover control message to the peer unit.

Recommended Action If the error was not caused by the failure of the peer unit, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105515

Error Message `%ASA-3-105515: (Primary|Secondary) Error receiving message_name message from peer unit peer-ip, error: error_string`

Explanation An error occurred while attempting to receive a failover control message to the peer unit.

Recommended Action If the error was not caused by the failure of the peer unit, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105516

Error Message `%ASA-3-105516: (Primary|Secondary) Incomplete read of message header of message_name message from peer unit peer-ip: bytes bytes read of expected header_length header bytes`

Explanation An error occurred while attempting to receive a failover control message to the peer unit.

Recommended Action If the error was not caused by the failure of the peer unit, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105517

Error Message `%ASA-3-105517: (Primary|Secondary) Error receiving message body of message_name message from peer unit peer-ip, error: error_string`

Explanation An error occurred while attempting to receive a failover control message to the peer unit.

Recommended Action If the error was not caused by the failure of the peer unit, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105518

Error Message `%ASA-3-105518: (Primary|Secondary) Incomplete read of message body of message_name message from peer unit peer-ip: bytes bytes read of expected message_length message body bytes`

Explanation An error occurred while attempting to receive a failover control message to the peer unit.

Recommended Action If the error was not caused by the failure of the peer unit, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105519

Error Message `%ASA-3-105519: (Primary|Secondary) Invalid response to message_name message received from peer unit peer-ip: type message_type, version message_version, length message_length`

Explanation An unexpected message was received in response to a failover control message.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105520

Error Message `%ASA-5-105520: (Primary|Secondary) Responding to Azure Load Balancer probes`

Explanation The Active unit has begun responding to Azure Load Balancer probes.

Recommended Action None required

105521

Error Message `%ASA-5-105521: (Primary|Secondary) No longer responding to Azure Load Balancer probes`

Explanation The Backup unit has stopped responding to Azure Load Balancer probes.

Recommended Action None required

105522

Error Message `%ASA-5-105522: (Primary|Secondary) Updating route-table route_table_name`

Explanation The Active unit has started the process of updating an Azure route-table.

Recommended Action None required

105523

Error Message `%ASA-5-105523: (Primary|Secondary) Updated route-table route_table_name`

Explanation The Active unit has completed the process of updating an Azure route-table.

Recommended Action None required

105524

Error Message `%ASA-4-105524: (Primary|Secondary) Transitioning to Negotiating state due to the presence of another Active HA unit`

Explanation Another Active HA unit was detected, transitioning unit to negotiating state.

Recommended Action None required

105524

Error Message `%ASA-4-105524: (Primary|Secondary) Transitioning to Negotiating state due to the presence of another Active HA unit`

Explanation Another Active HA unit was detected, transitioning unit to negotiating state.

Recommended Action None required

105525

Error Message `%ASA-2-105525: (Primary|Secondary) Incomplete configuration to initiate access token change request`

Explanation An attempt was made to acquire an access token but there was not enough configuration information need to initiate the request.

Recommended Action Ensure that an Azure authentication client ID, tenant ID and secret key are all present in the ASA configuration.

105526

Error Message `%ASA-2-105526: (Primary|Secondary) Unexpected status in response to access token request: status (status_string)`

Explanation A response to an Azure access token request was received but the HTTP status code in the response was not 200 (OK).

Recommended Action Ensure that the Azure authentication client ID, tenant ID and secret key are all correct in the ASA configuration.

105527

Error Message `%ASA-2-105527: (Primary|Secondary) Failure reading response to access token request`

Explanation An internal error occurred while receiving a response to an Azure access token request.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105528

Error Message `%ASA-2-105528: (Primary|Secondary) No access token in response to access token request`

Explanation A response to an Azure route change request was received but it did not contain an access_token value.

Recommended Action Verify that the Azure authentication client ID, tenant ID and secret key are all correct in the ASA configuration.

105529

Error Message `%ASA-2-105529: (Primary|Secondary) Error creating authentication header from access token`

Explanation An internal error occurred while attempting to create an authentication header needed for changing Azure routes.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105530

Error Message `%ASA-2-105530: (Primary|Secondary) No response to access token request from` *`url`*

Explanation Azure route-table information was not able to be obtained for an Azure route-table change.

Recommended Action Verify route-table name is correct in ASA configuration and exists in Azure.

105531

Error Message `%ASA-2-105531: (Primary|Secondary) Failed to obtain route-table information needed for change request for route-table` *`route_table_name`*

Explanation Azure route-table information was not able to be obtained for an Azure route-table change.

Recommended Action Verify route-table name is correct in ASA configuration and exists in Azure.

105532

Error Message `%ASA-2-105532: (Primary|Secondary) Unexpected status in response to route-table change request for route-table` *`route_table_name`*`: status (`*`status_string`*`)`

Explanation A response to an Azure route-tablechange request was received but the HTTP status code in the response was not 200 (OK).

Recommended Action Verify that the configured Azure subscription ID, route-table name and route-table resource group are correct.

105533

Error Message `%ASA-2-105533: (Primary|Secondary) Failure reading response to route-table change request for route-table route_table_name`

Explanation An internal error occurred while receiving a response to an Azure route-table change request.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105534

Error Message `%ASA-2-105534: (Primary|Secondary) No provisioning state in response to route-table change request route-table route_table_name`

Explanation A response to an Azure route-table change request was received but it did not contain a provisioningState value containing the route-table change status.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105535

Error Message `%ASA-2-105535: (Primary|Secondary) No response to route-table change request for route-table route_table_name from url`

Explanation No response was received to an Azure route-table change request.

Recommended Action Verify that management.azure.com is reachable from the ASA Virtual.

105536

Error Message `%ASA-2-105536: (Primary|Secondary) Failed to obtain Azure authentication header for route status request for route route_name`

Explanation An Azure access token was not able to be obtained for an Azure route status query.

Recommended Action See the Recommended Action of access token related message that preceeds this message.

105537

Error Message `%ASA-2-105537: (Primary|Secondary) Unexpected status in response to route state request for route route_name: status (status_string)`

Explanation A response to an Azure route state request was received but the HTTP status code in the response was not 200 (OK).

Recommended Action Verify that the configured Azure subscription ID, route table name and route table resource group are correct.

105538

Error Message `%ASA-2-105538: (Primary|Secondary) Failure reading response to route state request for route route_name`

Explanation An internal error occurred while receiving a response to an Azure route state request.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105539

Error Message `%ASA-2-105539: (Primary|Secondary) No response to route state request for route route_name from url`

Explanation No response was received to an Azure route state request.

Recommended Action Verify that management.azure.com is reachable from the ASA Virtual.

105540

Error Message `%ASA-2-105540: (Primary|Secondary) No route-tables configured`

Explanation No Azure route-tables were detected to change.

Recommended Action Confirm that route-tables are correctly configured in ASA configuration.

105541

Error Message `%ASA-2-105541: (Primary|Secondary) Failed to update route-table route_table_name, provisioning state: state_string`

Explanation A response to an Azure route-table state request was received that contained a provisioningState that indicated a failure to update the route-table.

Recommended Action The Active unit will make three attempts to update an Azure route-table. If all three attempts fail, copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105542

Error Message `%ASA-5-105542: (Primary|Secondary) Enabling load balancer probe responses`

Explanation The Active unit is will now respond to probes from the Azure Load Balancer.

Recommended Action None required.

105543

Error Message `%ASA-5-105543: (Primary|Secondary) Disabling load balancer probe responses`

Explanation The Active unit is no longer responding to probes from the Azure Load Balancer.

Recommended Action None required.

105544

Error Message `%ASA-2-105544: (Primary|Secondary) Error creating load balancer probe socket for port port`

Explanation An internal error occurred while attempting to create a socket for responding to probes from an Azure Load Balancer.

Recommended Action This message will be preceeded by a 104509 or 104510 message. Follow the Recommended Action for the message that precedes this one.

105545

Error Message `%ASA-3-105545: (Primary|Secondary) Error starting load balancer probe socket for port port, error code: error_code`

Explanation An internal error occurred while attempting to start receiving probes from an Azure Load Balancer. The Active unit will continue to attempt to enable the receiving of probes.

Recommended Action If this condition persists copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105546

Error Message `%ASA-3-105546: (Primary|Secondary) Error starting load balancer probe handler`

Explanation An internal error occurred while attempting to create a process for receiving probes from an Azure Load Balancer.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105547

Error Message `%ASA-3-105547: (Primary|Secondary) Error generating encryption key for Azure secret key`

Explanation An internal error occurred while attempting to generate the encryption key used for encrypting the Azure secret key in the configuration.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105548

Error Message `%ASA-3-105548: (Primary|Secondary) Error storing encryption key for Azure secret key`

Explanation An internal error occurred while attempting to store the encryption key used for encrypting the Azure secret key in the configuration.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105549

Error Message `%ASA-3-105549: (Primary|Secondary) Error retrieving encryption key for Azure secret key`

Explanation An internal error occurred while attempting to retrieve the encryption key used for encrypting the Azure secret key in the configuration.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105550

Error Message `%ASA-3-105550: (Primary|Secondary) Error encrypting Azure secret key`

Explanation An internal error occurred while encrypting the Azure secret key in the configuration.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105551

Error Message `%ASA-3-105551: (Primary|Secondary) Error decrypting Azure secret key`

Explanation An internal error occurred while decrypting the Azure secret key in the configuration.

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

105552

Error Message `%ASA-5-105552: (Primary|Secondary) Stopped HA`

Explanation Cloud HA has been disabled on this ASA Virtual.

Recommended Action None required.

105553

Error Message `%ASA-4-105553: (Primary|Secondary) Detected another Active HA unit`

Explanation Another Active HA unit was detected.

Recommended Action None required

106001

Error Message `%ASA-2-106001: Inbound TCP connection denied from` *`IP_address/port`* `to` *`IP_address/port`* `flags` *`tcp_flags`* `on interface` *`interface_name`*

Explanation An attempt was made to connect to an inside address is denied by the security policy that is defined for the specified traffic type. The IP address displayed is the real IP address instead of the IP address that appears through NAT. Possible tcp_flags values correspond to the flags in the TCP header that were

present when the connection was denied. For example, a TCP packet arrived for which no connection state exists in the Secure Firewall ASA, and it was dropped. The tcp_flags in this packet are FIN and ACK.

The tcp_flags are as follows:

- ACK—The acknowledgment number was received
- FIN—Data was sent
- PSH—The receiver passed data to the application
- RST—The connection was reset
- SYN—Sequence numbers were synchronized to start a connection
- URG—The urgent pointer was declared valid

Recommended Action None required.

106002

Error Message `%ASA-2-106002: protocol Connection denied by outbound list acl_ID src inside_address dest outside_address`

Explanation The specified connection failed because of an **outbound deny** command. The **protocol** variable can be ICMP, TCP, or UDP.

Recommended Action Use the **show outbound** command to check outbound lists.

106006

Error Message `%ASA-2-106006: Deny inbound UDP from outside_address/outside_port to inside_address/inside_port on interface interface_name`

Explanation An inbound UDP packet was denied by the security policy that is defined for the specified traffic type.

Recommended Action None required.

106007

Error Message `%ASA-2-106007: Deny inbound UDP from outside_address/outside_port to inside_address/inside_port due to DNS {Response|Query}`

Explanation A UDP packet containing a DNS query or response was denied.

Recommended Action If the inside port number is 53, the inside host probably is set up as a caching name server. Add an **access-list** command statement to permit traffic on UDP port 53 and a translation entry for the inside host. If the outside port number is 53, a DNS server was probably too slow to respond, and the query was answered by another server.

106010

Error Message `%ASA-3-106010: Deny inbound protocolsrc [interface_name : source_address/source_port ] [([idfw_user | FQDN_string ], sg_info )] dst [interface_name : dest_address /dest_port ][([idfw_user | FQDN_string ], sg_info )]`

Explanation An inbound connection was denied by your security policy.

Recommended Action Modify the security policy if traffic should be permitted. If the message occurs at regular intervals, contact the remote peer administrator.

106011

Error Message `%ASA-3-106011: Deny inbound (No xlate) protocol_src_Interface:IP/port_dst_Interface-nameif:IP/port`

Explanation The message appears under normal traffic conditions if there are internal users that are accessing the Internet through a web browser. Any time a connection is reset, when the host at the end of the connection sends a packet after the Secure Firewall ASA receives the connection reset, this message appears. It can typically be ignored.

Recommended Action Prevent this message from getting logged to the syslog server by entering the **no logging message 106011** command.

106012

Error Message `%ASA-6-106012: Deny IP from IP_address to IP_address, IP options: "hex"`

Explanation An IP packet was seen with IP options. Because IP options are considered a security risk, the packet was discarded.

Recommended Action Contact the remote host system administrator to determine the problem. Check the local site for loose source routing or strict source routing.

106013

Error Message `%ASA-2-106013: Dropping echo request from IP_address to PAT address IP_address`

Explanation The Secure Firewall ASA discarded an inbound ICMP Echo Request packet with a destination address that corresponds to a PAT global address. The inbound packet is discarded because it cannot specify which PAT host should receive the packet.

Recommended Action None required.

106014

Error Message `%ASA-3-106014: Deny inbound src`

Explanation The Secure Firewall ASA denied any inbound ICMP packet access. By default, all ICMP packets are denied access unless specifically allowed.

Recommended Action None required.

106015

Error Message `%ASA-6-106015: Deny TCP (no connection) from IP_address /port to IP_address /port flags tcp_flags on interface interface_name.`

Explanation The Secure Firewall ASA discarded a TCP packet that has no associated connection in the Secure Firewall ASA connection table. The Secure Firewall ASA looks for a SYN flag in the packet, which

indicates a request to establish a new connection. If the SYN flag is not set, and there is no existing connection, the Secure Firewall ASA discards the packet.

Recommended Action None required unless the Secure Firewall ASA receives a large volume of these invalid TCP packets. If this is the case, trace the packets to the source and determine the reason these packets were sent.

106016

Error Message `%ASA-2-106016: Deny IP spoof from (ip_address) to ip_address on interface interface_name`

Explanation A packet arrived at the Secure Firewall ASA interface that has a destination IP address of 0.0.0.0 and a destination MAC address of the Secure Firewall ASA interface. In addition, this message is generated when the Secure Firewall ASA discarded a packet with an invalid source address, which may include one of the following or some other invalid address:

- Loopback network (127.0.0.0)
- Broadcast (limited, net-directed, subnet-directed, and all-subnets-directed)
- The destination host (land.c)

To further enhance spoof packet detection, use the **icmp** command to configure the Secure Firewall ASA to discard packets with source addresses belonging to the internal network, because the **access-list** command has been deprecated and is no longer guaranteed to work correctly.

Recommended Action Determine if an external user is trying to compromise the protected network. Check for misconfigured clients.

106017

Error Message `%ASA-2-106017: Deny IP due to Land Attack from IP_address to IP_address`

Explanation The Secure Firewall ASA received a packet with the IP source address equal to the IP destination, and the destination port equal to the source port. This message indicates a spoofed packet that is designed to attack systems. This attack is referred to as a Land Attack.

Recommended Action If this message persists, an attack may be in progress. The packet does not provide enough information to determine where the attack originates.

106018

Error Message `%ASA-2-106018: ICMP packet type ICMP_type denied by outbound list acl_ID src inside_address dest outside_address`

Explanation The outgoing ICMP packet with the specified ICMP from local host (inside_address) to the foreign host (outside_address) was denied by the outbound ACL list.

Recommended Action None required.

106020

Error Message `%ASA-2-106020: Deny IP teardrop fragment (size = number, offset = number) from IP_address to IP_address`

Explanation The Secure Firewall ASA discarded an IP packet with a teardrop signature containing either a small offset or fragment overlapping. This is a hostile event that circumvents the Secure Firewall ASA or an Intrusion Detection System.

Recommended Action Contact the remote peer administrator or escalate this issue according to your security policy.

106021

Error Message `%ASA-1-106021: Deny protocol reverse path check from source_address to dest_address on interface interface_name`

Explanation An attack is in progress. Someone is attempting to spoof an IP address on an inbound connection. Unicast RPF, also known as reverse route lookup, detected a packet that does not have a source address represented by a route and assumes that it is part of an attack on your Secure Firewall ASA.

This message appears when you have enabled Unicast RPF with the ip verify reverse-path command. This feature works on packets input to an interface; if it is configured on the outside, then the Secure Firewall ASA checks packets arriving from the outside.

The Secure Firewall ASA looks up a route based on the source_address. If an entry is not found and a route is not defined, then this message appears and the connection is dropped.

If there is a route, the Secure Firewall ASA checks which interface it corresponds to. If the packet arrived on another interface, it is either a spoof or there is an asymmetric routing environment that has more than one path to a destination. The Secure Firewall ASA does not support asymmetric routing.

If the Secure Firewall ASA is configured on an internal interface, it checks static route command statements or RIP, and if the source_address is not found, then an internal user is spoofing their address.

Recommended Action Even though an attack is in progress, if this feature is enabled, no user action is required. The Secure Firewall ASA repels the attack.

106022

Error Message `%ASA-1-106022: Deny protocol connection spoof from source_address to dest_address on interface interface_name`

Explanation A packet matching a connection arrived on a different interface from the interface on which the connection began. In addition, the ip verify reverse-path command is not configured.

For example, if a user starts a connection on the inside interface, but the Secure Firewall ASA detects the same connection arriving on a perimeter interface, the Secure Firewall ASA has more than one path to a destination. This is known as asymmetric routing and is not supported on the Secure Firewall ASA.

An attacker also might be attempting to append packets from one connection to another as a way to break into the Secure Firewall ASA. In either case, the Secure Firewall ASA shows this message and drops the connection.

Recommended Action Check that the routing is not asymmetric.

106023

Error Message `%ASA-4-106023: Deny interface_name by access-group "source_address" [source_port, idfw_user]`

Explanation A real IP packet was denied by the ACL. This message appears even if you do not have the **log** option enabled for an ACL. The IP address is the real IP address instead of the values that display through NAT. Both user identity information and FQDN information is provided for the IP addresses if a matched one is found. The Secure Firewall ASA logs either identity information (domain\user) or FQDN (if the username is not available). If the identity information or FQDN is available, the Secure Firewall ASA logs this information for both the source and destination.

Recommended Action If messages persist from the same source address, a footprinting or port scanning attempt might be occurring. Contact the remote host administrator.

106024

Error Message `%ASA-2-106024: Access rules memory exhausted. Aborting current compilation and continuing to use the existing access rules`

Explanation The access list compilation process has run out of memory. All configuration information that has been added since the last successful access list was removed from the Secure Firewall ASA, and the most recently compiled set of access lists will continue to be used.

Recommended Action Access lists, AAA, ICMP, SSH, Telnet, and other rule types are stored and compiled as access list rule types. Remove some of these rule types so that others can be added.

106025, 106026

Error Message `%ASA-6-106025: Failed to determine security context for packet: vlan`*`source Vlan`* `src` *`source_address/source_port`* `dest` *`dest_address/dest_port_protocol`*

Error Message `%ASA-6-106026: Failed to determine security context for packet:` *`source_vlan`* `src` *`source_address/source_port`* `dest` *`dest_address/dest_port_protocol`*

Explanation The security context of the packet in multiple context mode cannot be determined. Both messages can be generated for IP packets being dropped in either router and transparent mode.

Recommended Action None required.

106027

Error Message `%ASA-4-106027: Deny` *`int_type`* `src` *`src_address`*`:`*`src_mac`* `dst` *`dst_address`*`:`*`dest_mac`* `by access-group` *`"access-list name"`*`.`

Explanation An non IP packet was denied by the ACL. This message is displayed even if you do not have the log option enabled for an extended ACL.

Recommended Action If messages persist from the same source address, it might indicate a foot-printing or port-scanning attempt. Contact the remote host administrator.

106100

Error Message `%ASA-6-106100: access-list` *`acl_ID protocol interface_name source_address/source_port(idfw_user)sg_info -> interface_name/dest_address(dest_port)idfw_user`* `hit-cnt` *`sg_info number [string, number]`*

Explanation The initial occurrence or the total number of occurrences during an interval are listed. This message provides more information than message 106023, which only logs denied packets, and does not include the hit count or a configurable level.

When an access-list line has the *log* argument, it is expected that this message ID might be triggered because of a nonsynchronized packet reaching the Secure Firewall ASA and being evaluated by the access list. For example, if an ACK packet is received on the Secure Firewall ASA (for which no TCP connection exists in the connection table), the Secure Firewall ASA might generate message 106100, indicating that the packet was permitted; however, the packet is later correctly dropped because of no matching connection.

The following list describes the message values:

- permitted | denied | est-allowed—These values specify if the packet was permitted or denied by the ACL. If the value is est-allowed, the packet was denied by the ACL but was allowed for an already established session (for example, an internal user is allowed to accesss the Internet, and responding packets that would normally be denied by the ACL are accepted).
- *protocol* —TCP, UDP, ICMP, or an IP protocol number.
- *interface_name* —The interface name for the source or destination of the logged flow. The VLAN interfaces are supported.
- *source_address* —The source IP address of the logged flow. The IP address is the real IP address instead of the values that display through NAT.
- *dest_address* —The destination IP address of the logged flow. The IP address is the real IP address instead of the values that display through NAT.
- *source_port* —The source port of the logged flow (TCP or UDP). For ICMP, the number after the source port is the message type.
- *idfw_user*— The user identity username, including the domain name that is added to the existing syslog when the Secure Firewall ASA can find the username for the IP address.
- *sg_info*— The security group tag that is added to the syslog when the Secure Firewall ASA can find a security group tag for the IP address. The security group name is displayed with the security group tag, if available.
- *dest_port* —The destination port of the logged flow (TCP or UDP). For ICMP, the number after the destination port is the ICMP message code, which is available for some message types. For type 8, it is always 0. For a list of ICMP message types, see the following URL: http://www.iana.org/assignments/icmp-parameters/icmp-parameters.xml.
- hit-cnt *number* —The number of times this flow was permitted or denied by this ACL entry in the configured time interval. The value is 1 when the Secure Firewall ASA generates the first message for this flow.
- first hit—The first message generated for this flow.
- *number* -second interval—The interval in which the hit count is accumulated. Set this interval using the **access-list** command with the **interval** option.
- hash codes—Two are always printed for the object group ACE and the constituent regular ACE. Values are determined on which ACE that the packet hit. To display these hash codes, enter the **show-access list** command.

Recommended Action None required.

106101

Error Message `%ASA-1-106101: Number of cached deny-flows for ACL log has reached limit (number)`

Explanation If you configured the **log** option for an ACL **deny** statement (**access-list** id **deny** command), and a traffic flow matches the ACL statement, the Secure Firewall ASA caches the flow information. This message indicates that the number of matching flows that are cached on the Secure Firewall ASA exceeds the user-configured limit (using the **access-list deny-flow-max** command). This message might be generated as a result of a DoS attack.

- *number*— The limit configured using the **access-list deny-flow-max** command

Recommended Action None required.

106102

Error Message `%ASA-[1-7]-106102: access-list acl_ID permitted source_address for user 'user_name'source_address/source_port(interface_name) -> dest_address/dest_port(interface_name) hit-cnt sg_info number [string, number]`

Explanation A packet was either permitted or denied by an access-list that was applied through a VPN filter. This message is the VPN/AAA filter equivalent of message 106100.

Recommended Action None required.

106103

Error Message `%ASA-4-106103: access-list acl_ID denied protocol for user 'username' source_address/source_port_interface_name(interface_name) -> dest_address/dest_port(interface_name) hit-cnt sg_info number [string, number]`

Explanation A packet was denied by an access-list that was applied through a VPN filter. This message is the VPN/AAA filter equivalent of message106023.

Recommended Action None required.

107001

Error Message `%ASA-1-107001: RIP auth failed from IP_address: version=number, type=string, mode=string, sequence=number on interface interface_name`

Explanation The Secure Firewall ASA received a RIP reply message with bad authentication. This message might be caused by a misconfiguration on the router or the Secure Firewall ASA or by an unsuccessful attempt to attack the routing table of the Secure Firewall ASA.

Recommended Action This message indicates a possible attack and should be monitored. If you are not familiar with the source IP address listed in this message, change your RIP authentication keys between trusted entities. An attacker might be trying to determine the existing keys.

107002

Error Message `%ASA-1-107002: RIP pkt failed from IP_address: version=number on interface interface_name`

Explanation A router bug, a packet with non-RFC values inside, or a malformed entry may have caused this message to appear. This should not happen, and may be an attempt to exploit the routing table of the ASA.

Recommended Action This message indicates a possible attack and should be monitored. The packet has passed authentication, if enabled, and bad data is in the packet. Monitor the situation and change the keys if there are any doubts about the originator of the packet.

108002

Error Message `%ASA-2-108002: SMTP replaced string: out source_address in inside_address data: string`

Explanation A Mail Guard (SMTP) message has been generated by the inspect esmtp command. The ASA has replaced an invalid character in an e-mail address with a space.

Recommended Action None required.

108003

Error Message `%ASA-2-108003: Terminating ESMTP connection; malicious pattern detected in the mail address from source_interface:source_address/source_port to dest_interface:dest_address/dset_port. Mail Address:string`

Explanation The ASA has detected a malicious pattern in an e-mail address and drops the connection. An attack is in progress.

Recommended Action None required.

108004

Error Message `%ASA-4-108004: action_class:action ESMTP req_resp from src_ifc:sip/sport to dest_ifc:dip/dport; further_info`

Explanation An ESMTP classification is performed on an ESMTP message, and the specified criteria are satisfied. The configured action is taken.

- **action_class**—The class of action: ESMTP Classification for ESMTP match commands; ESMTP Parameter for parameter commands
- **action**—Action taken: Dropped, Dropped connection for, Reset connection for, or Masked header flags for
- **req_resp**—Request or Response
- **src_ifc**—Source interface name
- **sip|sport**—Source IP address or source port
- **dest_ifc**—Destination interface name
- **dip|dport**—Destination IP address or destination port
- **further info**—One of the following:

For a single match command: matched Class *id* : *match_command* (for example, matched Class 1234: match body length 100).

For parameter commands: *parameter-command* : *descriptive-message* (for example, mail-relay: No Mail Relay allowed)

Recommended Action None required.

108005

Error Message `%ASA-6-108005: action_class:Received ESMTP req_resp from src_ifc:sip/sport to dest_ifc:dip/dport; further_info`

Explanation An ESMTP classification is performed on an ESMTP message, and the specified criteria are satisfied. The standalone log action is taken.

- **action_class**—The class of action: ESMTP Classification for ESMTP match commands; ESMTP Parameter for parameter commands
- **req_resp**—Request or Response
- **src_ifc**—Source interface name
- **sip|sport**—Source IP address or source port
- **dest_ifc**—Destination interface name
- **dip|dport**—Destination IP address or destination port
- **further info**—One of the following:

For a single match command: matched Class *id* : *match_command* (for example, matched Class 1234: match body length 100)

For parameter commands (commands under the parameter section): *parameter-command* : *descriptive-message* (for example, mail-relay: No Mail Relay allowed)

Recommended Action None required.

108006

Error Message `%ASA-7-108006: Detected ESMTP size violation from src_ifc:sip/sport to dest_ifc:dip/dport; declared size is: decl_size, actual size is act_size`

Explanation This event is generated when an ESMTP message size exceeds the size declared in the RCPT command.

- **src_ifc**—Source interface name
- **sip|sport**—Source IP address or source port
- **dest_ifc**—Destination interface name
- **dip|dport**—Destination IP address or destination port
- **decl_size**—Declared size
- **act_size**—Actual size

Recommended Action None required.

108007

Error Message `%ASA-6-108007: TLS started on ESMTP session between client client-side_interface-name:client_IP_address/client_port and server server-side_interface-name:server_IP_address/server_port`

Explanation On an ESMTP connection, the server has responded with a 220 reply code to the client STARTTLS command. The ESMTP inspection engine no longer inspects the traffic on this connection.

- *client-side interface-name* —The name for the interface that faces the client side
- *client IP address* —The IP address of the client

- *client port* —The TCP port number for the client
- *server-side interface-name* —The name for the interface that faces the server side
- *server IP address* —The IP address of the server
- *server port* —The TCP port number for the server

Recommended Action Log and review the message. Check whether the ESMTP policy map associated with this connection has the allow-tls action log setting. If not, contact the Cisco TAC.

109001

Error Message `%ASA-6-109001: Auth start for user 'user' from inside_address/inside_port to outside_address/outside_port`

Explanation The ASA is configured for AAA and detects an authentication request by the specified user.

Recommended Action None required.

109002

Error Message `%ASA-6-109002: Auth from inside_address/inside_port to outside_address/outside_port failed (server IP_address failed) on interface interface_name`

Explanation An authentication request failed because the specified authentication server cannot be contacted by the module.

Recommended Action Check that the authentication daemon is running on the specified authentication server.

109003

Error Message `%ASA-6-109003: Auth from inside_address/inside_port to outside_address/outside_port failed (all servers failed) on interface interface_name`

Explanation No authentication server can be found.

Recommended Action Ping the authentication servers from the ASA. Make sure that the daemons are running.

109005

Error Message `%ASA-6-109005: Authentication succeeded for user 'user' from inside_address/inside_port to outside_address/outside_port on interface interface_name`

Explanation The specified authentication request succeeded.

Recommended Action None required.

109006

Error Message `%ASA-6-109006: Authentication failed for user 'user' from inside_address/inside_port to outside_address/outside_port on interface interface_name`

Explanation The specified authentication request failed, possibly because of an incorrect password. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

Recommended Action None required.

109007

Error Message `%ASA-6-109007: Authorization permitted for user 'user' from inside_address/inside_port to outside_address/outside_port on interface interface_name`

Explanation The specified authorization request succeeded.

Recommended Action None required.

109008

Error Message `%ASA-6-109008: Authorization denied for user 'user' from outside_address/outside_port to inside_address/inside_port on interface interface_name`

Explanation A user is not authorized to access the specified address, possibly because of an incorrect password.

Recommended Action None required.

109010

Error Message `%ASA-3-109010: Auth from inside_address/inside_port to outside_address/outside_port failed (too many pending auths) on interface interface_name`

Explanation An authentication request cannot be processed because the server has too many requests pending.

Recommended Action Check to see if the authentication server is too slow to respond to authentication requests. Enable the Flood Defender feature with the floodguard enable command.

109011

Error Message `%ASA-2-109011: Authen Session Start: user 'user', sid number`

Explanation An authentication session started between the host and the Secure Firewall ASA and has not yet completed.

Recommended Action None required.

109012

Error Message `%ASA-5-109012: Authen Session End: user 'user', sid number, elapsed number seconds`

Explanation The authentication cache has timed out. Users must reauthenticate on their next connection. You can change the duration of this timer with the timeout uauth command.

Recommended Action None required.

109013

Error Message `%ASA-3-109013: User must authenticate before using this service`

Explanation The user must be authenticated before using the service.

Recommended Action Authenticate using FTP, Telnet, or HTTP before using the service.

109014

Error Message `%ASA-7-109014: A non-telnet connection was denied to the configured Virtual Telnet IP Address`

Explanation A request to authenticate did not have a corresponding request for authorization.

Recommended Action Ensure that both the aaa authentication and aaa authorization command statements are included in the configuration.

109016

Error Message `%ASA-3-109016: Cannot find authorization ACL 'acl_id' on 'server_name' for user 'user'`

Explanation The specified on the AAA server for this user does not exist on the Secure Firewall ASA. This error can occur if you configure the AAA server before you configure the Secure Firewall ASA. The Vendor-Specific Attribute (VSA) on your AAA server might be one of the following values:

- acl=acl_ID
- shell:acl=acl_ID
- ACS:CiscoSecured-Defined-ACL=acl_ID

Recommended Action Add the ACL to the Secure Firewall ASA, making sure to use the same name specified on the AAA server.

109017

Error Message `%ASA-4-109017: User at IP_address exceeded auth proxy connection limit (max limit)`

Explanation A user has exceeded the user authentication proxy limit, and has opened too many connections to the proxy.

Recommended Action Increase the proxy limit by entering the **proxy-limit** *proxy_limit* command, or ask the user to close unused connections. If the error persists, it may indicate a possible DoS attack.

109018

Error Message `%ASA-3-109018: Downloaded ACL 'acl_ID' is empty`

Explanation The downloaded authorization has no ACEs. This situation might be caused by misspelling the attribute string *ip:inacl#* or omitting the access-list command.

```
junk:junk# 1=permit tcp any any eq junk ip:inacl#1=”
```

Recommended Action Correct the ACL components that have the indicated error on the AAA server.

109019

Error Message `%ASA-3-109019: Downloaded ACL 'acl_ID' has parsing error; ACE: 'string'; string`

Explanation An error occurred during parsing the sequence number NNN in the attribute string ip:inacl#NNN= of a downloaded authorization. The reasons include: - missing = - contains nonnumeric, nonpace characters between # and = - NNN is greater than 999999999.

```
ip:inacl# 1 permit tcp any any
ip:inacl# 1junk2=permit tcp any any
ip:inacl# 1000000000=permit tcp any any
```

Recommended Action Correct the ACL element that has the indicated error on the AAA server.

109020

Error Message `%ASA-3-109020: Downloaded ACL has config error; ACE`

Explanation One of the components of the downloaded authorization has a configuration error. The entire text of the element is included in the message. This message is usually caused by an invalid access-list command statement.

Recommended Action Correct the ACL component that has the indicated error on the AAA server.

109021

Error Message `%ASA-7-109021: Uauth null proxy error (uap number)`

Explanation An internal user authentication error has occurred.

Recommended Action None required. However, if this error appears repeatedly, contact the Cisco TAC.

109022

Error Message `%ASA-4-109022: HTTPS proxy resource limit reached.`

ExplanationFor each HTTPS authentication, the ASA dedicates a process to service the authentication request. When the number of concurrently running processes exceeds the system-imposed limit, the ASA does not perform the authentication, and this message appears.

Recommended Action None required.

109023

Error Message `%ASA-3-109023: User from source_address/source_port to dest_address/dest_port on interface outside_interface using service_name must authenticate before using this service`

Explanation Based on the configured policies, you need to be authenticated before you can use this service port.

Recommended Action Authenticate using Telnet, FTP, or HTTP before attempting to use this service port.

109024

Error Message `%ASA-6-109024: Authorization denied from source_address/source_port to dest_address/dest_port (not authenticated) on interface interface_name using protocol to`

Explanation The ASA is configured for AAA and a user attempted to make a TCP connection across the ASA without prior authentication.

Recommended Action None required.

109025

Error Message `%ASA-6-109025: Authorization denied (acl=acl_ID) for user 'user' from source_address/source_port to dest_address/dest_port on interface interface_name using protocol`

ExplanationThe check failed. The check either matched a deny or did not match anything, such as an implicit deny. The connection was denied by the user acl_ID, which was defined according to the AAA authorization policy on the Cisco Secure Access Control Server (ACS).

Recommended Action None required.

109026

Error Message `%ASA-3-109026: [ aaa_protocol ] Invalid reply digest received; shared server key may be mismatched.`

Explanation The response from the AAA server cannot be validated. The configured server key is probably incorrect. This message may be generated during transactions with RADIUS or TACACS+ servers.

Verify that the server key, configured using the **aaa-server** command, is correct.

109027

Error Message `%ASA-4-109027: [ aaa_protocol ] Unable to decipher response message Server = server_IP_address, User = user`

Explanation The response from the AAA server cannot be validated. The configured server key is probably incorrect. This message may be displayed during transactions with RADIUS or TACACS+ servers. The server_IP_address is the IP address of the relevant AAA server. The user is the user name associated with the connection.

Recommended Action Verify that the server key, configured using the **aaa-server** command, is correct.

109028

Error Message `%ASA-4-109028: aaa bypassed for same-security traffic from ingress_interface:source_address/source_port to egress_interface:dest_address/dest_port`

ExplanationAAA is being bypassed for same security traffic that matches a configured AAA rule. This can only occur when traffic passes between two interfaces that have the same configured security level, when the same security traffic is permitted, and if the AAA configuration uses the include or exclude syntax.

Recommended Action None required.

109029

Error Message `%ASA-5-109029: Parsing downloaded ACL: string`

Explanation A syntax error occurred while parsing an access list that was downloaded from a RADIUS server during user authentication.

- *string* —An error message detailing the syntax error that prevented the access list from parsing correctly

Recommended Action Use the information presented in this message to identify and correct the syntax error in the access list definition within the RADIUS server configuration.

109030

Error Message `%ASA-4-109030: Autodetect ACL convert wildcard did not convert ACL access_list_source dest netmask netmask`

ExplanationA dynamic ACL that is configured on a RADIUS server is not converted by the mechanism for automatically detecting wildcard netmasks. The problem occurs because this mechanism cannot determine if the netmask is a wildcard or a normal netmask.

- **access_list—**The access list that cannot be converted
- **source—**The source IP address
- **dest—**The destination IP address
- **netmask—**The subnet mask for the destination or source address in dotted-decimal notation

Recommended Action Check the access list netmask on the RADIUS server for the wildcard configuration. If the netmask is supposed to be a wildcard, and if all access list netmasks on that server are wildcards, then use the wildcard setting for **acl-netmask-convert** for the AAA server. Otherwise, change the netmask to a normal netmask or to a wildcard netmask that does not contain holes (that is, where the netmask presents consecutive binary 1s. For example, 00000000.00000000.00011111.11111111 or hex 0.0.31.255). If the mask is supposed to be normal and all access list netmasks on that server are normal, then use the normal setting for **acl-netmask-convert** for the AAA server.

109031

Error Message `%ASA-4-109031: NT Domain Authentication Failed: rejecting guest login for username`

Explanation A user has tried to authenticate to an NT domain that was configured for guest account access and the username is not a valid username on the NT server. The connection is denied.

Recommended Action If the user is a valid user, add an account to the NT server. If the user is not allowed access, no action is required.

109032

Error Message `%ASA-3-109032: Unable to install ACL 'access_list', downloaded for user username; Error in ACE: 'ace'`

Explanation The Secure Firewall ASA received an access control list from a RADIUS server to apply to a user connection, but an entry in the list contains a syntax error. Th euse of a list containing an error could result in the violation of a security policy, so the Secure Firewall ASA failed to authenticate the user.

- *access_list* —The name assigned to the dynamic access list as it would appear in the output of the **show access-list** command
- *username* —The name of the user whose connection will be subject to this access list
- *ace* —The access list entry that was being processed when the error was detected

Recommended Action Correct the access list definition in the RADIUS server configuration.

109033

Error Message `%ASA-4-109033: Authentication failed for admin user user from src_IP. Interactive challenge processing is not supported for protocol`

Explanation AAA challenge processing was triggered during authentication of an administrative connection, but the Secure Firewall ASA cannot initiate interactive challenge processing with the client application. When this occurs, the authentication attempt will be rejected and the connection denied.

- *user* —The name of the user being authenticated
- *src_IP* —The IP address of the client host
- *protocol* —The client connection protocol (SSH v1 or administrative HTTP)

Recommended Action Reconfigure AAA so that challenge processing does not occur for these connection types. This generally means to avoid authenticating these connection types to RSA SecurID servers or to any token-based AAA server via RADIUS.

109034

Error Message `%ASA-4-109034: Authentication failed for network user user from src_IP/port to dst_IP/port. Interactive challenge processing is not supported for protocol connections`

Explanation AAA challenge processing was triggered during authentication of a network connection, but the Secure Firewall ASA cannot initiate interactive challenge processing with the client application. When this occurs, the authentication attempt will be rejected and the connection denied.

- *user* —The name of the user being authenticated
- *src_IP/port* —The IP address and port of the client host
- *dst_IP/port* —The IP address and port of the server to which the client is attempting to connect
- *protocol* —The client connection protocol (for example, FTP)

Recommended Action Reconfigure AAA so that challenge processing does not occur for these connection types. This generally means to avoid authenticating these connection types to RSA SecurID servers or to any token-based AAA server via RADIUS.

109035

Error Message `%ASA-3-109035: Exceeded maximum number (999) of DAP attribute instances for user = user`

Explanation This log is generated when the number of DAP attributes received from the RADIUS server exceeds the maximum number allowed when authenticating a connection for the specified user.

Recommended Action Modify the DAP attribute configuration to reduce the number of DAP attributes below the maximum number allowed as specified in the log so that the specified user can connect.

109036

Error Message `%ASA-6-109036: Exceeded 1000 attribute values for the attribute_name attribute for user username`

Explanation The LDAP response message contains an attribute that has more than 1000 values.

- *attribute_name* —The LDAP attribute name
- *username* —The username at login

Recommended Action None required.

109037

Error Message `%ASA-3-109037: Exceeded 5000 attribute values for the attribute_name attribute for user username`

Explanation The Secure Firewall ASA supports multiple values of the same attribute received from a AAA server. If the AAA server sends a response containing more than 5000 values for the same attribute, then the Secure Firewall ASA treats this response message as being malformed and rejects the authentication. This condition has only been seen in lab environments using specialized test tools. It is unlikely that the condition would occur in a real-world production network.

- *attribute_name* —The LDAP attribute name
- *username* —The username at login

Recommended Action Capture the authentication traffic between the Secure Firewall ASA and AAA server using a protocol sniffer (such as WireShark), then forward the trace file to the Cisco TAC for analysis.

109038

Error Message `%ASA-3-109038: Attribute internal-attribute-name value "string-from-server" from AAA server could not be parsed as a type`

Explanation The AAA subsystem tried to parse an attribute from the AAA server into an internal representation and failed.

- *string-from-server*— String received from the AAA server, truncated to 40 characters.
- *type* —The type of the specified attribute

Recommended Action Verify that the attribute is being generated correctly on the AAA server. For additional information, use the **debug ldap** and **debug radius** commands.

109039

Error Message `%ASA-5-109039: AAA Authentication: Dropping an unsupported IPv6/IP46/IP64 packet from lifc:laddr to fifc:faddr`

Explanation A packet containing IPv6 addresses or IPv4 addresses translated to IPv6 addresses by NAT requires AAA authentication or authorization. AAA authentication and authorization do not support IPv6 addresses. The packet is dropped.

- *lifc* —The ingress interface
- *laddr* —The source IP address

- *fifc* —The egress interface
- *faddr* —The destination IP address after NAT translation, if any

Recommended Action None required.

109040

Error Message `%ASA-4-109040: User at IP exceeded auth proxy rate limit of 10 connections/sec`

Explanation A connection attempt has been rejected because the ASA has detected a high frequency of HTTPS authentication requests from the same host.

- *IP* —The IP address of the host from which the connection was initiated

Recommended Action Limit the number of cut-through proxy authentication attempts from users.

109100

Error Message `%ASA-6-109100: Received CoA update from coa-source-ip for user "username", with session ID audit-session-id, changing authorization attributes.`

Explanation The Secure Firewall ASA has successfully processed the CoA policy update request from *coa-source-ip* for user *username* with session id *audit-session-id* . This syslog message is generated after a change of authorization policy update has been received by the Secure Firewall ASA, validated and applied. In a non-error case, this is the only syslog message that is generated when a change of authorization is received and processed.

- *coa-source-ip* —Originating IP address of the change of authorization request
- *username* —User whose session is being changed
- *audit-session-id* —The global ID of the session being modified

Recommended Action None required.

109101

Error Message `%ASA-6-109101: Received CoA disconnect request from coa-source-ip for user "username", with session ID: audit-session-id.`

Explanation The Secure Firewall ASA has received a correctly formatted Disconnect-Request for an active VPN session and has successfully terminated the connection.

- *coa-source-ip* —Originating IP address of the change of authorization request
- *username* —User whose session is being changed
- *audit-session-id* —The global ID of the session being modified

Recommended Action None required.

109102

Error Message `%ASA-4-109102: Received CoA action-type from coa-source-ip, but cannot find named session audit-session-id.`

Explanation The Secure Firewall ASA has received a valid change of authorization request, but the session ID specified in the request does not match any active sessions on the Secure Firewall ASA. This could be the

result of the change of authorization server attempting to issue a change of authorization on a session that has already been closed by the user.

- *action-type* —The requested change of authorization action (update or disconnect)
- *coa-source-ip* —Originating IP address of the change of authorization request
- *audit-session-id* —The global ID of the session being modified

Recommended Action None required.

109103

Error Message `%ASA-3-109103: CoA action-type from coa-source-ip failed for user "username", with session ID: audit-session-id.`

Explanation The Secure Firewall ASA has received a correctly formatted change of authorization request, but was unable to process it successfully.

- *action-type* —The requested change of authorization action (update or disconnect)
- *coa-source-ip* —Originating IP address of the change of authorization request
- *username* —User whose session is being changed
- *audit-session-id* —The global ID of the session being modified

Recommended Action Investigate the relevant VPN subsystem logs to determine why the updated attributes could not be applied or why the session could not be terminated.

109104

Error Message `%ASA-3-109104: CoA (Action type: action-type) from coa-source-ip failed for user "username", with session ID: audit-session-id. Action not supported.`

Explanation The Secure Firewall ASA has received a correctly formatted change of authorization request, but did not process it because the indicated action is not supported by the Secure Firewall ASA.

- *action-type* —The requested change of authorization action (update or disconnect)
- *coa-source-ip* —Originating IP address of the change of authorization request
- *username* —User whose session is being changed
- *audit-session-id* —The global ID of the session being modified

Recommended Action None required.

109105

Error Message `%ASA-3-109105: Failed to determine the egress interface for locally generated traffic destined to protocol IP:port.`

Explanation It is necessary for Secure Firewall ASA to log a syslog if no routes are present when the interface is BVI. Apparently, if default route is present and it does not route packet to the correct interface then it becomes impossible to track it.

Recommended Action It is highly recommended to add default route for correct destination or add static routes.

109201

Error Message `%ASA-5-109201: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Succeeded adding entry.`

Explanation When a VPN user is sucessfully added, this message is generated.

Recommended Action None.

109202

Error Message `%ASA-6-109202: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Succeeded incrementing entry use`

Explanation The VPN user account already exists and successfully incremented the reference count.

Recommended Action None.

109203

Error Message `%ASA-3-109203: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Failed adding entry.`

Explanation This message is generated when the device failed to apply ACL rules for newly created user entry.

Recommended Action Try to reconnect.

109204

Error Message `%ASA-5-109204: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Succeeded applying filter.`

Explanation This message is generated when the device failed to apply ACL rules for newly created user entry.

Recommended Action None.

109205

Error Message `%ASA-3-109205: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Failed applying filter.`

Explanation This message is generated when the user entry already exists and failed to apply new rules to session on interface.

Recommended Action Try to reconnect.

109206

Error Message `%ASA-3-109206: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Removing stale entry added hours ago.`

Explanation This message is generated when the device failed to add user entry due to collision and has removed stale entry.

Recommended Action Try to reconnect.

109207

Error Message `%ASA-5-109207: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Succeeded updating entry.`

Explanation This message is generated when the device has successfully applied rules for user on interface.

Recommended Action None.

109208

Error Message `%ASA-3-109208: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Failed updating entry - no entry.`

Explanation This message is generated when the device has failed to update user entry with new rules.

Recommended Action Try to reconnect again.

109209

Error Message `%ASA-3-109209: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Failed updating filter for entry. Entry was allocated to Session=session, User=username hours ago.`

Explanation This message is generated when the device has failed to update the rules in user entry due to collision.

Recommended Action Try to reconnect again.

109210

Error Message `%ASA-5-109210: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Succeeded removing entry.`

Explanation This message is generated when the device has successfully removed the rules for user during tunnel torn down.

Recommended Action None.

109211

Error Message `%ASA-6-109211: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Succeeded decrementing entry use.`

Explanation This message is generated when the reference count decremented successfully after tunnel removal.

Recommended Action None.

109212

Error Message `%ASA-3-109212: UAUTH: Session=session, User=user_name, Assigned IP=ip_address, Failed removing entry - reason_string.`

Explanation This message is generated when the device fails to delete due to invalid address, missing entry, or bad entry.

Recommended Action Try to disconnect again.

109213

Error Message `%ASA-3-109213: UAUTH: Session=session, User=username, Assigned IP=IP_Address, Failed removing entry. Address was allocated to Session=session, User=username hours ago.`

Explanation This message is generated when the device fails to delete due to collision in user entry.

Recommended Action Try to disconnect again.

Messages 110002 to 113045

This section includes messages from 110002 to 113045.

110002

Error Message `%ASA-6-110002: Failed to locate egress interface for protocol from src_interface:src_ip/src_port to dest_ip/dest_port`

Explanation An error occurred when the Secure Firewall ASA tried to find the interface through which to send the packet.

- *protocol* —The protocol of the packet
- *src_interface* —The interface from which the packet was received
- *src_ip* —The source IP address of the packet
- *src_port* —The source port number
- *dest_ip* —The destination IP address of the packet
- *dest_port* —The destination port number

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC.

110003

Error Message `%ASA-6-110003: Routing failed to locate next hop for protocol from src_interface:src_ip/src_port to dest_interface:dest_ip/dest_port`

Explanation An error occurred when the Secure Firewall ASA tried to find the next hop on an interface routing table.

- *protocol* —The protocol of the packet
- *src_interface* —The interface from which the packet was received

- *src_ip* —The source IP address of the packet
- *src_port* —The source port number
- *dest_ip* —The destination IP address of the packet
- *dest_port* —The destination port number

Recommended Action Copy the error message, the configuration, and any details about the events leading up to the error, and contact Cisco TAC. During debugging, use the **show asp table routing** command to view the routing table details.

110004

Error Message `%ASA-6-110004: Egress interface changed from old_active_ifc to new_active_ifc on ip_protocol connection conn_id for outside_zone/parent_outside_ifc:outside_addr/outside_port (mapped_addr/mapped_port) to inside_zone/parent_inside_ifc:inside_addr/inside_port (mapped_addr/mapped_port)`

Explanation A flow changed on the egress interface.

Recommended Action None required.

110005

Error Message `%ASA-6-110005: Routing failed to locate next hop for protocol from interface:address/port to interface:address/port`

Explanation A flow not found during output route lookup.

Recommended Action None.

111001

Error Message `%ASA-5-111001: Begin configuration: IP_address writing to device`

Explanation You have entered the **write** command to store your configuration on a device (either floppy, flash memory, TFTP, the failover standby unit, or the console terminal). The **IP_address** indicates whether the login was made at the console port or with a Telnet connection.

Recommended Action None required.

111002

Error Message `%ASA-5-111002: Begin configuration: ip_address reading from device`

Explanation You have entered the **read** command to read your configuration from a device (either floppy disk, flash memory, TFTP, the failover standby unit, or the console terminal). The **ip_address** indicates whether the login was made at the console port or with a Telnet connection.

Recommended Action None required.

111003

Error Message `%ASA-5-111003: IP_address Erase configuration.`

Explanation You have erased the contents of flash memory by entering the **write erase** command at the console. The **IP_address** value indicates whether the login was made at the console port or through a Telnet connection.

Recommended Action After erasing the configuration, reconfigure the Secure Firewall ASA and save the new configuration. Alternatively, you can restore information from a configuration that was previously saved, either on a floppy disk or on a TFTP server elsewhere on the network.

111004

Error Message `%ASA-5-111004: IP_address end configuration: {FAILED|OK}`

Explanation You have entered the **config floppy/memory/ network** command or the **write floppy/memory/network/standby** command. The **IP_address** value indicates whether the login was made at the console port or through a Telnet connection.

Recommended Action None required if the message ends with OK. If the message indicates a failure, try to fix the problem. For example, if writing to a floppy disk, ensure that the floppy disk is not write protected; if writing to a TFTP server, ensure that the server is up.

111005

Error Message `%ASA-5-111005: IP_address end configuration: OK`

Explanation You have exited the configuration mode. The **IP_address** value indicates whether the login was made at the console port or through a Telnet connection.

Recommended Action None required.

111007

Error Message `%ASA-5-111007: Begin configuration: IP_address reading from device`

Explanation You have entered the **reload** or **configure** command to read in a configuration. The device text can be floppy, memory, net, standby, or terminal. The **IP_address** value indicates whether the login was made at the console port or through a Telnet connection.

Recommended Action None required.

111008

Error Message `%ASA-5-111008: User 'user' executed the 'string' command.`

Explanation The user entered any command, with the exception of a **show** command.

Recommended Action None required.

Note There is an exception for this syslog ID. Syslogs will be seen in logging <destination> even though global syslog is disabled.

111009

Error Message `%ASA-7-111009: User 'user' executed cmd: string`

Explanation The user entered a command that does not modify the configuration. This message appears only for **show** commands.

Recommended Action None required.

111010

Error Message `%ASA-5-111010: User 'username', running 'application-name' from IP ip_addr, executed 'cmd'`

Explanation A user made a configuration change.

- *username* —The user making the configuration change
- *application-name* —The application that the user is running
- *ip addr* —The IP address of the management station
- *cmd* —The command that the user has executed

Recommended Action None required.

Note There is an exception for this syslog ID. Syslogs will be seen in logging <destination> even though global syslog is disabled.

111111

Error Message `%ASA-1-111111: error_message`

Explanation A system or infrastructure error has occurred.

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

112001

Error Message `%ASA-2-112001: Clear finished`

Explanation A request to clear the module configuration was completed. The source file and line number are identified.

Recommended Action None required.

113001

Error Message `%ASA-3-113001: Unable to open AAA session. Session limit [limit] reached`

Explanation The AAA operation on an IPsec tunnel or WebVPN connection cannot be performed because of the unavailability of AAA resources. The **limit** value indicates the maximum number of concurrent AAA transactions.

Recommended Action Reduce the demand for AAA resources, if possible.

113003

Error Message `%ASA-6-113003: AAA group policy for user user is being set to policy_name`

Explanation The group policy that is associated with the tunnel group is being overridden with a user-specific policy, *policy_name* . The *policy_name* is specified using the **username** command when LOCAL authentication is configured or is returned in the RADIUS CLASS attribute when RADIUS authentication is configured.

Recommended Action None required.

113004

Error Message `%ASA-6-113004: AAA user aaa_type Successful : server = server_IP_address : user = user`

Explanation The AAA operation on an IPsec or WebVPN connection has been completed successfully. The AAA types are authentication, authorization, or accounting. The **server_IP_address** is the IP address of the relevant AAA server. The **user** is the user name associated with the connection.

Recommended Action None required.

113005

Error Message-1 `%ASA-6-113005: AAA user authentication Rejected : reason = reason : server = ip_address : user =user_name : user IP = ip_address`

Explanation The AAA authentication on a connection has failed. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

Recommended Action Retry the authentication.

Error Message-2 `%ASA-6-113005: AAA user authorization Rejected : reason = reason : server = ip_address : user =user_name : user IP = ip_address`

Explanation The AAA authorization on a connection has failed. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

Recommended Action Retry the authorization.

113006

Error Message `%ASA-6-113006: User 'user' locked out on exceeding 'number' successive failed authentication attempts`

Explanation A locally configured user is being locked out. This happens when a configured number of consecutive authentication failures have occurred for this user and indicates that all future authentication attempts by this user will be rejected until an administrator unlocks the user using the **clear aaa local user lockout** command. The **user** is the user that is now locked, and the **number** is the consecutive failure threshold configured using the **aaa local authentication attempts max-fail** command.

Recommended Action Try unlocking the user using the **clear_aaa_local_user_lockout** command or adjusting the maximum number of consecutive authentication failures that are tolerated.

113007

Error Message `%ASA-6-113007: User 'user' unlocked by 'administrator'`

Explanation A locally configured user that was locked out after exceeding the maximum number of consecutive authentication failures set by using the **aaa local authentication attempts max-fail** command has been unlocked by the indicated administrator.

Recommended Action None required.

113008

Error Message `%ASA-6-113008: AAA transaction status ACCEPT : user = user`

Explanation The AAA transaction for a user associated with an IPsec or WebVPN connection was completed successfully. The user is the username associated with the connection.

Recommended Action None required.

113009

Error Message `%ASA-6-113009: AAA retrieved default group policy (policy) for user = username`

Explanation The authentication or authorization of an IPsec or WebVPN connection has occurred. The attributes of the group policy that were specified with the **tunnel-group** or **webvpn** commands have been retrieved.

Recommended Action None required.

113010

Error Message `%ASA-6-113010: AAA challenge received for user user from server server_IP_address.`

Explanation The authentication of an IPsec connection has occurred with a SecurID server. The user will be prompted to provide further information before being authenticated.

- **user**—The username associated with the connection
- **server _IP_address**—The IP address of the relevant AAA server

Recommended Action None required.

113011

Error Message `%ASA-6-113011: AAA retrieved user specific group policy (policy) for user = user`

Explanation The authentication or authorization of an IPsec or WebVPN connection has occurred. The attributes of the group policy that was specified with the **tunnel-group** or **webvpn** commands have been retrieved.

Recommended Action None required.

113012

Error Message `%ASA-6-113012: AAA user authentication Successful : local database : user = user`

Explanation The user associated with a IPsec or WebVPN connection has been successfully authenticated to the local user database.

- **user**—The username associated with the connection

Recommended Action None required.

113013

Error Message `%ASA-6-113013: AAA unable to complete the request Error : reason = reason : user = user`

Explanation The AAA transaction for a user associated with an IPsec or WebVPN connection has failed because of an error or has been rejected because of a policy violation.

- **reason—**The reason details
- **user**—The username associated with the connection

Recommended Action None required.

113014

Error Message `%ASA-6-113014: AAA authentication server not accessible : server = server_IP_address : user = user`

Explanation The device was unable to communicate with the configured AAA server during the AAA transaction associated with an IPsec or WebVPN connection. This may or may not result in a failure of the user connection attempt depending on the backup servers configured in the **aaa-server** group and the availability of those servers. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

Recommended Action Verify connectivity with the configured AAA servers.

113015

Error Message `%ASA-6-113015: AAA user authentication Rejected : reason = reason : local database : user = user:  : user IP = xxx.xxx.xxx.xxx`

Explanation A request for authentication to the local user database for a user associated with an IPsec or WebVPN connection has been rejected. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

- **reason—**The details of why the request was rejected
- **user**—The username associated with the connection
- **user_ip** —The IP address of the user who initiated the authentication or authorization request<915CLI>

Recommended Action None required.

113016

Error Message `%ASA-6-113016: AAA credentials rejected : reason = reason : server = server_IP_address : user = user<915CLI>: : user IP = xxx.xxx.xxx.xxx`

Explanation The AAA transaction for a user associated with an IPsec or WebVPN connection has failed because of an error or rejected due to a policy violation. The username is hidden when invalid or unknown, but appears when valid or the **no logging hide username** command has been configured.

- **reason—**The details of why the request was rejected
- **server_IP_address**—The IP address of the relevant AAA server
- **user**—The username associated with the connection
- *<915CLI>user_ip* —The IP address of the user who initiated the authentication or authorization request

Recommended Action None required.

113017

Error Message `%ASA-6-113017: AAA credentials rejected : reason = reason : local database : user = user: : user IP = xxx.xxx.xxx.xxx`

Explanation The AAA transaction for a user associated with an IPsec or WebVPN connection has failed because of an error or rejected because of a policy violation. This event only appears when the AAA transaction is with the local user database rather than with an external AAA server.

- **reason—**The details of why the request was rejected
- **user**—The username associated with the connection
- **user_ip** —The IP address of the user who initiated the authentication or authorization request

Recommended Action None required.

113018

Error Message `%ASA-3-113018: User: 'user', Unsupported downloaded ACL Entry: 'ACL_entry', Action: 'action'`

Explanation An ACL entry in unsupported format was downloaded from the authentication server. The following list describes the message values:

- **user**—User trying to log in
- **ACL_entry**—Unsupported ACL entry downloaded from the authentication server
- **action**—Action taken when encountering the unsupported ACL entry

Recommended Action The ACL entry on the authentication server has to be changed by the administrator to conform to the supported ACL entry formats.

113019

Error Message `%ASA-4-113019: Group = group, Username = username, IP = peer_address, Session disconnected. Session Type: type, Duration: duration, Bytes xmt: count, Bytes rcv: count, Reason: reason`

Explanation An indication of when and why the longest idle user is disconnected.

- **group**—Group name
- **username**—Username
- **IP**—Peer address
- **Session Type**—Session type (for example, IPsec or UDP)
- **duration**—Connection duration in hours, minutes, and seconds
- **Bytes xmt**—Number of bytes transmitted
- *Bytes rcv* —Number of bytes received
- **reason**—Reason for disconnection

User Requested. Indicates a disconnection from client.

Lost Carrier

Lost Service. The service loss could be due to an issue from ISP during a SSL session establishment.

Idle Timeout

Max time exceeded

Administrator Reset- Indicates disconnection from secure gateway through vpn-sessiondb logoff

Administrator Reboot

Administrator Shutdown

Port Error

NAS Error

NAS Request

NAS Reboot

Port unneeded

Connection preempted. Indicates that the allowed number of simultaneous (same user) logins has been exceeded. To resolve this problem, increase the number of simultaneous logins or have users only log in once with a given username and password.

Port Suspended

Service Unavailable

Callback

User error

Host Requested

SA Expired

IKE Delete

Bandwidth Management Error

Certificate Expired

Phase 2 Mismatch

Firewall Mismatch

Peer Address Changed

ACL Parse Error

Phase 2 Error

Configuration Error

Peer Reconnected

Internal Error

Crypto map policy not found

L2TP initiated

VLAN Mapping Error

NAC-Policy Error

Dynamic Access Policy terminate

Client type not supported

Unknown

Recommended Action Unless the reason indicates a problem, then no action is required.

113020

Error Message `%ASA-3-113020: Kerberos error : Clock skew with server ip_address greater than time_in_seconds seconds`

Explanation Authentication for an IPsec or WebVPN user through a Kerberos server has failed because the clocks on the Secure Firewall ASA and the server are more than five minutes (300 seconds) apart. When this occurs, the connection attempt is rejected.

- *ip_address* —The IP address of the Kerberos server

Recommended Action Synchronize the clocks on the Secure Firewall ASA and the Kerberos server.

113021

Error Message `%ASA-3-113021: Attempted console login failed user 'username' did NOT have appropriate Admin Rights.`

Explanation A user has tried to access the management console and was denied.

- *username* —The username entered by the user

Recommended Action If the user is a newly added admin rights user, check that the service type (LOCAL or RADIUS authentication server) for that user is set to allow access:

- nas-prompt—Allows login to the console and exec privileges at the required level, but not enable (configuration modification) access
- admin—Allows all access and can be further constrained by command privileges

Otherwise, the user is inappropriately trying to access the management console; the action to be taken should be consistent with company policy for these matters.

113022

Error Message `%ASA-2-113022: AAA Marking protocol server {IP_address | hostname} in aaa-server group tag as FAILED`

Explanation The Secure Firewall ASA has tried an authentication, authorization, or accounting request to the AAA server and did not receive a response within the configured timeout window. The AAA server will be marked as failed and has been removed from service.

• *protocol* —The type of authentication protocol, which can be one of the following:

- RADIUS

- TACACS+

- NT

- RSA SecurID

- Kerberos

- LDAP

• *ip-addr* —The IP address of the AAA server
• *tag* —The server group name

Recommended Action Verify that the AAA server is online and is accessible from the Secure Firewall ASA.

113023

Error Message `%ASA-2-113023: AAA Marking protocol server ip-addr in aaa-server group tag as ACTIVE`

Explanation The Secure Firewall ASA has reactivated the AAA server that was previously marked as failed. The AAA server is now available to service AAA requests.

• *protocol* —The type of authentication protocol, which can be one of the following:

- RADIUS

- TACACS+

- NT

- RSA SecurID

- Kerberos

- LDAP

• *ip-addr* —The IP address of the AAA server
• *tag* —The server group name

Recommended Action None required.

113024

Error Message `%ASA-5-113024: Group tg: Authenticating type connection from ip with username, user_name, from client certificate`

Explanation The prefill username feature overrides the username with one derived from the client certificate for use in AAA.

- *tg* —The tunnel group
- *type* —The type of connection (ssl-client or clientless)
- *ip* —The IP address of the connecting user
- *user_name* —The name extracted from the client certificate for use in AAA

Recommended Action None required.

113025

Error Message `%ASA-5-113025: Group tg: fields Could not authenticate connection_type connection from ip`

Explanation A username cannot be successfully extracted from the certificate.

- *tg* —The tunnel group
- *fields* —The DN fields being searched for
- *connection type* —The type of connection (SSL client or clientless)
- *ip* —The IP address of the connecting user

Recommended Action The administrator should check that the **authentication aaa certificate**, **ssl certificate-authentication**, and **authorization-dn-attributes** keywords have been set correctly.

113026

Error Message `%ASA-4-113026: Error error while executing Lua script for group tunnel_group`

Explanation An error occurred while extracting a username from the client certificate for use in AAA. This message is only generated when the username-from-certificate use-script option is enabled.

- *error* —Error string returned from the Lua environment
- *tunnel group* —The tunnel group attempting to extract a username from a certificate

Recommended Action Examine the script being used by the username-from-certificate use-script option for errors.

113027

Error Message `%ASA-2-113027: Error activating tunnel-group scripts`

Explanation The script file cannot be loaded successfully. No tunnel groups using the username-from-certificate use-script option work correctly.

Recommended Action The administrator should check the script file for errors using ASDM. Use the **debug aaa** command to obtain a more detailed error message that may be useful.

113028

Error Message `%ASA-7-113028: Extraction of username from VPN client certificate has string.. [Request num]`

Explanation The processing request of a username from a certificate is running or has finished.

- *num* —The ID of the request (the value of the pointer to the fiber), which is a monotonically increasing number.
- *string* —The status message, which can one of the following:
  - been requested
  - started
  - finished with error
  - finished successfully
  - completed

Recommended Action None required.

113029

Error Message `%ASA-4-113029: Group group User user IP ipaddr Session could not be established: session limit of num reached.`

Explanation The user session cannot be established because the current number of sessions exceeds the maximum session load.

Recommended Action Increase the configured limit, if possible, to create a load-balanced cluster.

113030

Error Message `%ASA-4-113030: Group group User user IP ipaddr User ACL acl from AAA doesn't exist on the device, terminating connection.`

Explanation The specified ACL was not found on the Secure Firewall ASA.

- **group—**The name of the group
- **user—**The name of the user
- **ipaddr—**The IP address
- **acl—**The name of the ACL

Recommended Action Modify the configuration to add the specified ACL or to correct the ACL name.

113031

Error Message `%ASA-4-113031: Group group User user IP ipaddr AnyConnect 'vpn-filter filter' 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
- *ipaddr* —The public (not assigned) IP address of the user
- *filter* —The name of the VPN filter

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

113032

Error Message `%ASA-4-113032: Group group User user IP ipaddr AnyConnect 'ipv6-vpn-filter filter' 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
- *ipaddr* —The public (not assigned) IP address of the user
- *filter* —The name of the VPN filter

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

113033

Error Message `%ASA-6-113033: Group group User user IP ipaddr AnyConnect session not allowed. ACL parse error.`

Explanation The WebVPN session for the specified user in this group is not allowed because the associated ACL did not parse. The user will not be allowed to log in via WebVPN until this error has been corrected.

- *group* —The group policy name of the user
- *user* —The username
- *ipaddr* —The public (not assigned) IP address of the user

Recommended Action Correct the WebVPN ACL.

113034

Error Message `%ASA-4-113034: Group group User user IP ipaddr User ACL acl from AAA ignored, AV-PAIR ACL used instead.`

Explanation The specified ACL was not used because a Cisco AV-PAIR ACL was used.

- **group—**The name of the group
- **user—**The name of the user
- **ipaddr—**The IP address
- **acl—**The name of the ACL

Recommended Action Determine the correct ACL to use and correct the configuration.

113035

Error Message `%ASA-4-113035: Group <group> User <user> IP <ip_address> Session terminated: AnyConnect not enabled or invalid AnyConnect image on the device_name`

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
- *iaddrp* —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.

113036

Error Message `%ASA-4-113036: Group group User user IP ipaddr AAA parameter name value invalid.`

Explanation The given parameter has a bad value. The value is not shown because it might be very long.

- **group—**The name of the group
- **user—**The name of the user
- **ipadddr—**The IP address
- **name—**The name of the parameter

Recommended Action Modify the configuration to correct the indicated parameter.

113037

Error Message `%ASA-6-113037: Group <group> User <user> IP <ip_address> Reboot pending, new sessions disabled. Denied user login.`

Explanation A user was unable to log in to WebVPN because the Secure Firewall ASA is in the process of rebooting.

Recommended Action None required.

113038

Error Message `%ASA-4-113038: Group group User user IP ipaddr Unable to create AnyConnect_parent session.`

Explanation The AnyConnect session was not created for the user in the specified group because of resource issues. For example, the user may have reached the maximum login limit.

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

Recommended Action None required.

113039

Error Message `%ASA-6-113039: Group group User user IP ipaddr AnyConnect_parent session started.`

Explanation The AnyConnect session has started for the user in this group at the specified IP address. When the user logs in via the AnyConnect login page, the AnyConnect session starts.

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

Recommended Action None required.

113040

Error Message `%ASA-4-113040: Group group User user IP ipaddr 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 for which the connection is locked or restricted

Recommended Action Check the group-lock value in the group policy or the user attributes.

113041

Error Message `%ASA-4-113041: Redirect ACL configured for assigned_IP does not exist on the device.`

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

- *assigned IP* —The IP address that is assigned to the client

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

113042

Error Message `%ASA-4-113042: Non-HTTP connection from src_if:src_ip/src_port to dest_if:dest_ip/dest_port denied by redirect filter; only HTTP connections are supported for redirection.`

Explanation For the CoA feature, the redirect ACL filter drops the matching non-HTTP traffic during the redirect processing and provides information about the terminated traffic flow.

- *src_if* , *src_ip* , *src_port* —The source interface, IP address, and port of the flow
- *dest_if* , *dest_ip* , *dest_port* —The destination interface, IP address, and port of the flow
- *username* —The name of the user
- *client_IP* —The IP address of the client

Recommended Action Validate the redirect ACL configuration on the Secure Firewall ASA. Make sure that the correct filter is used to match the traffic to redirect and does not block the flow that is intended to be allowed through.

Messages 114001 to 199027

This section includes messages from 114001 to 199027.

114001

Error Message `%ASA-1-114001: Failed to initialize card-type I/O card due to error_string.`

Explanation The system failed to initialize a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- *syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114002

Error Message `%ASA-1-114002: Failed to initialize SFP in card-type I/O card due to error_string.`

Explanation The system failed to initialize an SFP connector in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR
- I2C_TIMEOUT_ERROR
- I2C_BUS_COLLISION_ERROR
- I2C_HOST_BUSY_ERROR
- I2C_UNPOPULATED_ERROR
- I2C_SMBUS_UNSUPPORT
- I2C_BYTE_COUNT_ERROR
- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114003

Error Message `%ASA-1-114003: Failed to run cached commands in` *`card-type`* `I/O card due to` *`error_string`*`.`

Explanation The system failed to run cached commands in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114004

Error Message `%ASA-6-114004:` *`4GE_SSM`* `I/O card Initialization is started.`

Explanation The user has been notified that a 4GE SSM I/O initialization is starting.

- >*syslog_id* —Message identifier

Recommended Action None required.

114005

Error Message `%ASA-6-114005: 4GE_SSM I/O card Initialization has completed.`

Explanation The user has been notified that an 4GE SSM I/O initialization is finished.

- >*syslog_id* —Message identifier

Recommended Action None required.

114006

Error Message `%ASA-3-114006: Failed to get port statistics in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to obtain port statistics in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114007

Error Message `%ASA-3-114007: Failed to get current msr in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to obtain the current module status register information in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114008

Error Message `%ASA-3-114008: Failed to enable port after link is up in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to enable a port after the link transition to Up state is detected in a 4GE SSM I/O card because of either an I2C serial bus access error or a switch access error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114009

Error Message `%ASA-3-114009: Failed to set multicast address in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to set the multicast address in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114010

Error Message `%ASA-3-114010: Failed to set multicast hardware address in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to set the multicast hardware address in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114011

Error Message `%ASA-3-114011: Failed to delete multicast address in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to delete the multicast address in a 4GE SSM I/O card because of either an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:
  - I2C_BUS_TRANSACTION_ERROR
  - I2C_CHKSUM_ERROR
  - I2C_TIMEOUT_ERROR
  - I2C_BUS_COLLISION_ERROR
  - I2C_HOST_BUSY_ERROR
  - I2C_UNPOPULATED_ERROR
  - I2C_SMBUS_UNSUPPORT
  - I2C_BYTE_COUNT_ERROR
  - I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114012

Error Message `%ASA-3-114012: Failed to delete multicast hardware address in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to delete the multicast hardware address in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR
- I2C_CHKSUM_ERROR
- I2C_TIMEOUT_ERROR
- I2C_BUS_COLLISION_ERROR
- I2C_HOST_BUSY_ERROR
- I2C_UNPOPULATED_ERROR
- I2C_SMBUS_UNSUPPORT
- I2C_BYTE_COUNT_ERROR
- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114013

Error Message `%ASA-3-114013: Failed to set mac address table in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to set the MAC address table in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114014

Error Message `%ASA-3-114014: Failed to set mac address in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to set the MAC address in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114015

Error Message `%ASA-3-114015: Failed to set mode in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to set individual or promiscuous mode in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114016

Error Message `%ASA-3-114016: Failed to set multicast mode in` *`card-type`* `I/O card due to` *`error_string`*`.`

ExplanationThe Secure Firewall ASA failed to set the multicast mode in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114017

Error Message `%ASA-3-114017: Failed to get link status in` *`card-type`* `I/O card due to` *`error_string`*`.`

Explanation The Secure Firewall ASA failed to obtain link status in a 4GE SSM I/O card because of an I2C serial bus access error or a switch access error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Notify the system administrator.
2. Log and review the messages and the errors associated with the event.
3. Reboot the software running on the Secure Firewall ASA.
4. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
5. If the problem persists, contact the Cisco TAC.

114018

Error Message `%ASA-3-114018: Failed to set port speed in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to set the port speed in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114019

Error Message `%ASA-3-114019: Failed to set media type in card-type I/O card due to error_string.`

Explanation The Secure Firewall ASA failed to set the media type in a 4GE SSM I/O card because of an I2C error or a switch initialization error.

- >*syslog_id* —Message identifier
- >*error_string* —An I2C serial bus error or a switch access error, which is a decimal error code. The following are the I2C serial bus errors:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages and the errors associated with the event.
2. Reboot the software running on the Secure Firewall ASA.
3. Power cycle the device. When you turn off the power, make sure you wait several seconds before turning the power on.
4. If the problem persists, contact the Cisco TAC.

114020

Error Message `%ASA-3-114020: Port link speed is unknown in 4GE_SSM I/O card.`

Explanation The Secure Firewall ASA cannot detect the port link speed in a 4GE SSM I/O card.

Recommended Action Perform the following steps:

1. Log and review the messages associated with the event.

2. Reset the 4GE SSM I/O card and observe whether or not the software automatically recovers from the event.
3. If the software does not recover automatically, power cycle the device. When you turn off the power, make sure you wait several seconds before you turn the power on.
4. If the problem persists, contact the Cisco TAC.

114021

Error Message `%ASA-3-114021: Failed to set multicast address table in 4GE_SSM I/O card due to error.`

ExplanationThe Secure Firewall ASA failed to set the multicast address table in the 4GE SSM I/O card because of either an I2C serial bus access error or a switch access error.

- **error**—A switch access error (a decimal error code) or an I2C serial bus error. Possible I2C serial bus errors include:

- I2C_BUS_TRANSACTION_ERROR

- I2C_CHKSUM_ERROR

- I2C_TIMEOUT_ERROR

- I2C_BUS_COLLISION_ERROR

- I2C_HOST_BUSY_ERROR

- I2C_UNPOPULATED_ERROR

- I2C_SMBUS_UNSUPPORT

- I2C_BYTE_COUNT_ERROR

- I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log and review the messages associated with the event.
2. Try to reboot the Secure Firewall ASA.
3. If the software does not recover automatically, power cycle the device. When you turn off the power, make sure you wait several seconds before you turn the power on.
4. If the problem persists, contact the Cisco TAC.

114023

Error Message `%ASA-3-114023: Failed to cache/flush mac table in 4GE_SSM I/O card due to error_string.`

Explanation A failure to cache or flush the MAC table in a 4GE SSM I/O card occurred because of an I2C serial bus access error or a switch access error. This message rarely occurs.

- **error_string**— Either an I2C serial bus error (see the second bullet for possible values) or a switch access error (which is a decimal error code).
- I2C serial bus errors are as follows:

I2C_BUS_TRANSACTION_ERROR

I2C_CHKSUM_ERROR

I2C_TIMEOUT_ERROR

I2C_BUS_COLLISION_ERROR

I2C_HOST_BUSY_ERROR

I2C_UNPOPULATED_ERROR

I2C_SMBUS_UNSUPPORT

I2C_BYTE_COUNT_ERROR

I2C_DATA_PTR_ERROR

Recommended Action Perform the following steps:

1. Log the syslog message and the errors surrounding the event.
2. Try to software reboot the Secure Firewall ASA.
3. Power cycle the Secure Firewall ASA.



Note When you turn off the power, make sure that you wait several seconds before powering on again. After you complete steps 1-3, if the problem persists, contact the Cisco TAC and provide the information described in step 1. You may need to RMA the Secure Firewall ASA.

115000

Error Message `%ASA-2-115000: Critical assertion in process: process name fiber: fiber name , component: component name , subcomponent: subcomponent name , file: filename , line: line number , cond: condition`

ExplanationThe critical assertion has gone off and is used during development in checked builds only, but never in production builds.

- **process name**— The name of the process
- *fiber name* —The name of the fiber
- *component name* —The name of the specified component
- *subcomponent name* —The name of the specified subcomponent
- *filename* —The name of the specified file
- *line number* —The line number for the specified line
- *condition* —The specified condition

Recommended Action A high priority defect should be filed, the reason for the assertion should be investigated, and the problem corrected.

115001

Error Message `%ASA-3-115001: Error in process: process name fiber: fiber name , component: component name , subcomponent: subcomponent name , file: filename , line: line number , cond: condition`

Explanation An error assertion has gone off and is used during development in checked builds only, but never in production builds.

- **process name**— The name of the process
- *fiber name* —The name of the fiber
- *component name* —The name of the specified component
- *subcomponent name* —The name of the specified subcomponent
- *filename* —The name of the specified file
- *line number* —The line number for the specified line
- *condition* —The specified condition

Recommended Action A defect should be filed, the reason for the assertion should be investigated, and the problem fixed.

115002

Error Message `%ASA-4-115002: Warning in process: process name fiber: fiber name , component: component name , subcomponent: subcomponent name , file: filename , line: line number , cond: condition`

Explanation A warning assertion has gone off and is used during development in checked builds only, but never in production builds.

- **process name**— The name of the process
- *fiber name* —The name of the fiber
- *component name* —The name of the specified component
- *subcomponent name* —The name of the specified subcomponent
- *filename* —The name of the specified file
- *line number* —The line number for the specified line
- *condition* —The specified condition

Recommended Action The reason for the assertion should be investigated and if a problem is found, a defect should be filed, and the problem corrected.

120001

Error Message `%ASA-5-120001: Call-Home Module started.`

Explanation The Smart Call-Home module started successfully after system bootup and failover in a stable state, and is ready to process Smart-Call Home events.

Recommended Action None required.

120002

Error Message `%ASA-5-120002: Call-Home Module terminated.`

Explanation When the Smart Call-Home module is disabled, it is then terminated.

Recommended Action None required.

120003

Error Message `%ASA-6-120003: Call-Home is processing group event title.`

Explanation The Smart Call-Home module retrieved an event from the queue to process.

- *group* —The event group, which may be the following: inventory, configuration, diagnostic, environment, snapshot, telemetry, threat, and test.
- *title* —The event title

Recommended Action None required.

120004

Error Message `%ASA-4-120004: Call-Home group event title was dropped. Reason: reason`

Explanation A Smart Call-Home event was dropped. The event may have been dropped because of an internal error, the event queue is full, or the Smart Call-Home module was disabled after the message was generated, but before it was processed.

- *group* —The event group, which can be any of the following: inventory, configuration, diagnostic, environment, snapshot, telemetry, threat, and test.
- *title* —The event title
- *reason* —The drop reason, which can any of the following:

Internal Error—Various internal system errors occurred, such as being out of memory or parsing a CLI failed.

Queue Full—The number of events reached the configured limit.

Cancelled—The event was cancelled because the Smart Call-Home module is disabled.

Recommended Action If the drop reason is Queue Full, try to increase the event queue size and the rate-limit configuration to avoid event queue buildup. If the drop reason is Internal Error, turn on debugging by entering the **debug sch fail** command to obtain more detailed debugging information.

120005

Error Message `%ASA-4-120005: Call-Home group message to destination was dropped. Reason: reason`

Explanation A Smart Call-Home message was dropped. The message may have been dropped because of an internal error, a network error, or the Smart Call-Home module was disabled after the message was generated, but before it was delivered.

- *group* —The event group, which can be any of the following: inventory, configuration, diagnostic, environment, snapshot, telemetry, threat, and test.
- *destination*— The e-mail or URL destination
- *reason* —The drop reason, which can any of the following:

Internal Error—Various internal system errors occurred.

Delivery Failed—The packets cannot be delivered because a network error occurred.

Cancelled—The event was cancelled because the Smart Call-Home module is disabled.

Recommended Action If the drop reason is Delivery Failed, the message is dropped after three unsuccessful retransmissions, or because the error is local (such as no route to destination). Search message 120006 for the delivery failure reason, or turn on debugging by entering the **debug sch fail** command to obtain more detailed debugging information.

120006

Error Message `%ASA-4-120006: Call-Home group message to destination failed. Reason: reason`

Explanation An error occurred while the Smart Call Home module tried to deliver a message. The error may be transient. The message is not dropped when message 120006 is generated. The message may be queued for retransmission. The message is only dropped when message 120005 is generated.

- *group* —The event group, which can be any of the following: inventory, configuration, diagnostic, environment, snapshot, telemetry, threat, and test
- *destination*— The e-mail or URL destination
- *reason* —The failure reason

Recommended Action Check the error reason in the message. If the reason is NO_ROUTE, INVALID_ADDRESS, or INVALID_URL, check the system configuration, DNS, and the name setting.

120007

Error Message `%ASA-6-120007: Call-Home group message to destination delivered.`

Explanation A Smart Call Home message was successfully delivered.

- *group* —The event group, which can be any of the following: inventory, configuration, diagnostic, environment, snapshot, telemetry, threat, and test
- *destination*— The e-mail or URL destination

Recommended Action None required.

120008

Error Message `%ASA-5-120008: Call-Home client client was activated.`

Explanation The Smart Call Home module is enabled, an event group is also enabled, and that event group is subscribed to by at least one active profile. If these conditions are met, then all clients of that group will be activated.

- *client* —The name of the Smart Call Home client

Recommended Action None required.

120009

Error Message `%ASA-5-120009: Call-Home client client was deactivated.`

Explanation The Smart Call Home module is disabled, an event group is enabled, or an event group is no longer subscribed to by any active profile. If these conditions are met, clients of that event group will be deactivated.

- *client* —The name of the Smart Call Home client

Recommended Action None required.

120010

Error Message `%ASA-3-120010: Call-Home command command to client client failed. Reason: reason.`

Explanation The Smart Call Home module notified Smart Call Home clients of certain events through the callback function. If the client does not interpret the command correctly, does not understand the command, or cannot process the command, an error will be returned.

- *command*— ENABLE, DISABLE, or READY
- *client* —The name of the Smart Call Home client
- *reason* —The reason for failure

Recommended Action Turn on debugging by entering the **debug sch fail** command to obtain more detailed debugging information.

120011

Error Message `%ASA-4-120011: To ensure Smart Call Home can properly communicate with Cisco, use the command \ to configure at least one DNS server.`

Recommended Action Once this syslog is generated, run the **dns name-server** command to configure at least one DNS server. Otherwise, network-local DNS server or Cisco DNS server will be used.

120012

Error Message `%ASA-5-120012: User "username" chose to choice call-home anonymous reporting at the prompt.`

Explanation The administrator was notified that a user has responded to the Smart Call Home prompt to enable, disable, or postpone anonymous reporting.

- *username* —The user who responded to the prompt
- *choice* —The available entries are enable, disable, or postpone

Recommended Action To enable anonymous reporting in the future, enter the **call-home reporting anonymous** command. To disable anonymous reporting, enter the **no call-home reporting anonymous** command.

121001

Error Message `%ASA-5-121001: id`

Explanation Whenever telemetry support is enabled or disabled on the chassis, this message is displayed.

- *id*—The message identifier as in the appAG-appAgent message
- *status*— The available values are enabled or disabled

Example

```
%ASA-5-121001: msgId 1. Telemetry support on the chassis: disabled
```

Recommended Action None required.

121002

Error Message `%ASA-5-121002: status.`

Explanation Whenever telemetry support is enabled or disabled on the blade, this message is displayed.

- *status*—The available entries are enable or disable

Example

```
%ASA-5-121002: Telemetry support on the blade: enabled
%ASA-5-121002: Telemetry support on the blade: disabled
```

Recommended Action None required.

121003

Error Message `%ASA-6-121003: id`

Explanation The message is displayed whenever ASA receives a telemetry request from FXOS. The message displays the SSE connector status, telemetry support status on the blade, and whether the telemetry data was sent to FXOS.

- *id*—The message identifier as in the appAG-appAgent message
- *connector status*—Whether telemetry support is enabled or disabled on the chassis
- *blade status*—Whether telemetry support is enabled or disabled on the blade
- *data status*—Whether telemetry data is sent or not

Example

```
%ASA-6-121003: msgId 2. Telemetry request from the chassis received. SSE connector status:
 enabled. Telemetry config on the blade: enabled. Telemetry data Sent
%ASA-6-121003: msgId 1. Telemetry request from the chassis received. SSE connector status:
 enabled. Telemetry config on the blade: enabled. Telemetry data Sent
```

Recommended Action None required.

199001

Error Message `%ASA-5-199001: Reloaded at time by user. Reload reason: reload reason`

Explanation The address of the host that is initiating an Secure Firewall ASA reboot with the **reload** command has been recorded.

Recommended Action None required.

199002

Error Message `%ASA-6-199002: Startup completed. Beginning operation.`

Explanation The Secure Firewall ASA finished its initial boot and the flash memory reading sequence, and is ready to begin operating normally.

Note You cannot block this message by using the no logging message command.

Recommended Action None required.

199003

Error Message `%ASA-6-199003: Reducing Link MTU dec`

Explanation The Secure Firewall ASA received a packet from the outside network that uses a larger MTU than the inside network. The Secure Firewall ASA then sent an ICMP message to the outside host to negotiate an appropriate MTU. The log message includes the sequence number of the ICMP message.

Recommended Action None required.

199005

Error Message `%ASA-6-199005: Startup begin`

Explanation The Secure Firewall ASA started.

Recommended Action None required.

199010

Error Message `%ASA-1-199010: Signal number caught in process/fiber (rtcli_async_executor_process)/(rtcli_async_executor) at address ip_address, corrective action at ip_address`

Explanation The system has recovered from a serious error.

Recommended Action Contact the Cisco TAC.

199011

Error Message `%ASA-2-199011: Close on bad channel in process/fiber process_name/fiber_name, channel ID p, channel state channel_state`

Explanation An unexpected channel close condition has been detected.

- *p*—The channel ID
- *process/fiber* —The name of the process/fiber that caused the bad channel close operation
- *s*—The channel state

Recommended Action Contact the Cisco TAC and attach a log file.

199012

Error Message `%ASA-1-199012: Stack overflow during new_stack_call in process/fiber process_name/fiber_name, call target f, stack size s`

Explanation A stack overflow condition has been detected.

- *f*—The target of the new_stack_call
- *process/fiber* —The name of the process/fiber that caused the stack overflow
- *s*—The new stack size specified in new_stack_call

Recommended Action Contact the Cisco TAC and attach the log file.

199013

Error Message `%ASA-1-199013: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The alert syslog passed verbatim from an external process

Recommended Action Contact the Cisco TAC.

199014

Error Message `%ASA-2-199014: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The critical syslog passed verbatim from an external process

Recommended Action Contact the Cisco TAC.

199015

Error Message `%ASA-3-199015: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The error syslog passed verbatim from an external process.

  Example of syslog messages generated:



Note These logs do not indicate any issues. They are populated only to provide information.

- `port-manager: PHYREG debug list for if_index = value is empty`
- `port-manager: mrvlGetEpmPhyPortNumfromSlotInterfaceAggrPort finding interfaceName = Ethernet 1/5`
- `port-manager: mrvlGetEpmPhyPortNumfromSlotInterfaceAggrPort: portNum was not found for slot 0 port = port interfaceName = Ethernet 1/16`
- `port-manager: mrvlGetPortNumFromSrcId: port was not found for src_id number`

Recommended Action Contact the Cisco TAC.

199016

Error Message `%ASA-4-199016: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The warning syslog passed verbatim from an external process

In some instances, the message may appear to be an issue that is internal to the device platform process. For example, in the following message though it indicates to be an internal device issue, it is related to an internal virtual device which is not used on the device platform, and it does not cause any functionality impact.

```
%ASA-4-199016: mm dd HH:MM:SS acpid: input device has been disconnected, fd 4
```

Recommended Action Contact the Cisco TAC.

199017

Error Message `%ASA-5-199017: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The notification syslog passed verbatim from an external process

Recommended Action None required.

199018

Error Message `%ASA-6-199018: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The informational syslog passed verbatim from an external process

Recommended Action None required.

199019

Error Message `%ASA-7-199019: syslog`

Explanation A variable syslog was generated by an assistive process.

- **syslog**—The debugging syslog passed verbatim from an external process

Recommended Action None required.

199020

Error Message `%ASA-2-199020: System memory utilization has reached X %. System will reload if memory usage reaches the configured trigger level of Y %.`

Explanation The system memory utilization has reached 80% of the system memory watchdog facility's configured value.

Recommended Action Reduce system memory utilization by reducing traffic load, removing traffic inspections, reducing the number of ACL entries, and so on. If a memory leak is suspected, contact Cisco TAC.

199021

Error Message `%ASA-1-199021: System memory utilization has reached the configured threshold of Y%. System will now reload.`

Explanation The system memory utilization has reached 100% of the system memory watchdog facility's configured value. The system will automatically reload.

Recommended Action Reduce system memory utilization by reducing traffic load, removing traffic inspections, reducing the number of ACL entries, and so on. If a memory leak is suspected, contact Cisco TAC.

199027

Error Message `%ASA-5-199027: Restore operation was aborted at <HH:MM:SS>UTC<DD:MM:YY>.`

Explanation This message indicates that the backup restoration failed while using the 'restore' command.

Recommended Action None