

Syslog Messages 500001 to 520025

This chapter contains the following sections:

- Messages 500001 to 504002, on page 1
- Messages 505001 to 520025, on page 6

Messages 500001 to 504002

This chapter includes messages from 500001 to 504002.

500001

Error Message-1 `%FTD-5-500001: ActiveX content modified src forward_ip_address dest reverse_ip_address on interface interface_name`

Error Message-2 `%FTD-5-500001: ActiveX content in java script is modified: src forward_ip_address dest reverse_ip_address on interface interface_name`

Explanation Ensure the blocking of Java/ActiveX content present in Java script when the policy (filter Java (or) filter ActiveX) is enabled on the Secure Firewall Threat Defense device.

Recommended Action None required.

500002

Error Message-1 `%FTD-5-500002: Java content modified: src forward_ip_address dest reverse_ip_address on interface interface_name`

Error Message-2 `%FTD-5-500002: Java content in java script is modified: src forward_ip_address dest reverse_ip_address on interface interface_name`

Explanation Ensure the blocking of Java/ActiveX content present in Java script when the policy (filter Java (or) filter ActiveX) is enabled on the Secure Firewall Threat Defense device.

Recommended Action None required.

500003

Error Message `%FTD-5-500003: Bad TCP hdr length (hdrlen=bytes, pktlen=bytes) from source_address/source_port to dest_address/dest_port, flags:tcp_flags, on interfaceinterface_name`

Explanation A header length in TCP was incorrect. Some operating systems do not handle TCP resets (RSTs) correctly when responding to a connection request to a disabled socket. If a client tries to connect to an FTP server outside the Secure Firewall Threat Defense device and the FTP server is not listening, then it sends an RST. Some operating systems send incorrect TCP header lengths, which causes this problem. UDP uses ICMP port unreachable messages.

The TCP header length may indicate that it is larger than the packet length, which results in a negative number of bytes being transferred. A negative number appears by a message as an unsigned number, which makes it appear much larger than it would be normally; for example, it may show 4 GB transferred in one second. This message should occur infrequently.

Recommended Action None required.

500004

Error Message `%FTD-4-500004: Invalid transport field for protocol=protocol, from source_address/source_port to dest_address/dest_port`

Explanation An invalid transport number was used, in which the source or destination port number for a protocol is zero. The **protocol** value is 6 for TCP and 17 for UDP.

Recommended Action If these messages persist, contact the administrator of the peer.

500005

Error Message `%FTD-3-500005: Connection terminated for protocol from in_ifc_name:src_adddress/src_port to out_ifc_name:dest_address/dest_port due to invalid combination of inspections on same flow. Inspect inspect_name is not compatible with filter filter_name`

Explanation A connection matched with single or multiple inspection and/or single or multiple filter features that are not allowed to be applied to the same connection.

- *protocol*— The protocol that the connection was using
- *in_ifc_name* —The input interface name
- *src_address* —The source IP address of the connection
- *src_port* —The source port of the connection
- *out_ifc_name* —The output interface name
- *dest_address* —The destination IP address of the connection
- *dest_port* —The destination port of the packet
- *inspect_name* —The inspect or filter feature name
- *filter_name* —The filter feature name

Recommended Action Review the **class-map**, **policy-map**, **service-policy**, and/or **filter** command configurations that are causing the referenced inspection and/or filter features that are matched for the connection. The rules for inspection and filter feature combinations for a connection are as follows:

- • The **inspect http [http-policy-map]** and/or **filter url** and/or **filter java** and/or **filter activex** commands are valid.
  • The **inspect ftp [ftp-policy-map]** and/or **filter ftp** commands are valid.
  • The **filter https** command with any other **inspect** command or **filter** command is not valid.

Besides these listed combinations, any other inspection and/or filter feature combinations are not valid.

500006

Error Message `%FTD-4-500006: For flow inside:IP_Address/port to outside:IP_Address/port :existing_flow_message:connection_id`

Explanation This message is generated when staleness in pinhole flows persist due to failure to clear timeout expiry, interface flap, and so on. The flow message with connection ID in the message helps in debugging the issue:

- *Existing flow message*—Displays the current flow information for the connection id, such as:
  - found existing flow
  - pin-hole consumption maybe in progress
  - pin-hole delete
- *connection id*—Displays the unique connection ID.

Recommended Action None.

501101

Error Message `%FTD-5-501101: User transitioning priv level`

Explanation The privilege level of a command was changed.

Recommended Action None required.

502101

Error Message `%FTD-5-502101: New user added to local dbase: Uname: user Priv: privilege_level Encpass: *****`

Explanation A new username record was created, which included the username, privilege level, and encrypted password.

Recommended Action None required.

502102

Error Message `%FTD-5-502102: User deleted from local dbase: Uname: user Priv: privilege_level Encpass: *****`

Explanation A username record was deleted, which included the username, privilege level, and encrypted password.

Recommended Action None required.

502103

Error Message `%FTD-5-502103: User priv level changed: Uname: user From: privilege_level To: privilege_level`

Explanation The privilege level of a user changed.

Recommended Action None required.

502111

Error Message `%FTD-5-502111: New group policy added: name: policy_name Type: policy_type`

Explanation A group policy was configured using the **group-policy** CLI command.

- **policy_name**—The name of the group policy
- **policy_type**—Either internal or external

Recommended Action None required.

502112

Error Message `%FTD-5-502112: Group policy deleted: name: policy_name Type: policy_type`

Explanation A group policy has been removed using the **group-policy** CLI command.

- **policy_name**—The name of the group policy
- **policy_type**—Either internal or external

Recommended Action None required.

503001

Error Message `%FTD-5-503001: Process number, Nbr IP_address on interface_name from string to string , reason`

Explanation An OSPFv2 neighbor has changed its state. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the OSPF process.

Recommended Action Copy the message exactly as it appears, and report it to the Cisco TAC.

503002

Error Message `%FTD-5-503002: Last valid authentication key for neighbor nameif expires`

Explanation None of the security associations have a lifetime that include the current system time.

Recommended Action Configure a new security association or alter the lifetime of a current security association.

503003

Error Message `%FTD-5-503003: Expired key ID sent | received used by neighbor nameif`

Explanation The Key ID configured on the interface expired.

Recommended Action Configure a new key.

503004

Error Message `%FTD-5-503004: No key ID key-id for neighbor key-chain-name`

Explanation OSPF has been configured to use cryptographic authentication, however a key or password has not been configured.

Recommended Action Configure a new security association or alter the lifetime of a current security association.

503005

Error Message `%FTD-5-503005: No crypto algorithm for neighbor key-id key ID key-chain-name`

Explanation OSPF has been configured to use cryptographic authentication, however an algorithm has not been configured.

Recommended Action Configure a cryptographic-algorithm for the security association.

503101

Error Message `%FTD-5-503101: Process d, Nbr i on s from s to s, s`

Explanation An OSPFv3 neighbor has changed its state. The message describes the change and the reason for it. This message appears only if the **log-adjacency-changes** command is configured for the OSPF process.

Recommended Action None required.

504001

Error Message `%FTD-5-504001: Security context context_name was added to the system`

Explanation A security context was successfully added to the Secure Firewall Threat Defense device.

Recommended Action None required.

504002

Error Message `%FTD-5-504002: Security context context_name was removed from the system`

Explanation A security context was successfully removed from the Secure Firewall Threat Defense device.

Recommended Action None required.

Messages 505001 to 520025

This chapter includes messages from 505001 to 520025.

505001

Error Message `%FTD-5-505001: Module string_one is shutting down. Please wait...`

Explanation A module is being shut down.

Recommended Action None required.

505002

Error Message `%FTD-5-505002: Module ips is reloading. Please wait...`

Explanation An IPS module is being reloaded.

Recommended Action None required.

505003

Error Message `%FTD-5-505003: Module string_one is resetting. Please wait...`

Explanation A module is being reset.

Recommended Action None required.

505004

Error Message `%FTD-5-505004: Module string_one shutdown is complete.`

Explanation A module has been shut down.

Recommended Action None required.

505005

Error Message `%FTD-5-505005: Module module_name is initializing control communication. Please wait...`

Explanation A module has been detected, and the Secure Firewall Threat Defense device is initializing control channel communication with it.

Recommended Action None required.

505006

Error Message `%FTD-5-505006: Module string_one is Up.`

Explanation A module has completed control channel initialization and is in the UP state.

Recommended Action None required.

505007

Error Message `%FTD-5-505007: Module module_id is recovering. Please wait...`

Error Message `%FTD-5-505007: Module prod_id in slot slot_num is recovering. Please wait...`

Explanation A software module is being recovered with the **sw-module module** *service-module-name* **recover boot** command, or a hardware module is being recovered with the **hw-module module** *slotnum* **recover boot** command.

- **module_id**—The name of the software services module.
- **prod_id**—The product ID string.
- *slot_num* —The slot in which the hardware services module is installed. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.

Recommended Action None required.

505008

Error Message `%FTD-5-505008: Module module_id software is being updated to vnewver (currently vver)`

Error Message `%FTD-5-505008: Module` *module_id* in slot *slot_num* software is being updated to *newver* (currently *ver*)

Explanation The services module software is being upgraded. The update is proceeding normally.

- *module_id* —The name of the software services module
- *slot_num* —The slot number that contains the hardware services module
- >*newver* —The new version number of software that was not successfully written to the module (for example, 1.0(1)0)
- >*ver* —The current version number of the software on the module (for example, 1.0(1)0)

Recommended Action None required.

505009

Error Message `%FTD-5-505009: Module in slot string_one software was updated to vnewver (previously vprevver)`

Explanation The 4GE SSM module software was successfully upgraded.

- *string one* —The text string that specifies the module
- *newver* —The new version number of software that was not successfully written to the module (for example, 1.0(1)0)
- *ver* —The current version number of the software on the module (for example, 1.0(1)0)

Recommended Action None required.

505010

Error Message `%FTD-5-505010: Module in slot slot removed`

Explanation An SSM was removed from the Secure Firewall Threat Defense device chassis.

- **slot**—The slot from which the SSM was removed

Recommended Action None required.

505011

Error Message `%FTD-1-505011: Module ips data channel communication is UP.`

Explanation The data channel communication recovered from a DOWN state.

Recommended Action None required.

505012

Error Message `%FTD-5-505012: Module module_id, application removed "application", version "ver_num" version`

Error Message `%FTD-5-505012: Module prod_id in slot slot_num , application stopped application , version version`

Explanation An application was stopped or removed from a services module. This may occur when the services module upgraded an application or when an application on the services module was stopped or uninstalled.

- **module_id**—The name of the software services module
- *prod_id* —The product ID string for the device installed in the hardwre services module
- *slot_num* —The slot in which the application was stopped
- **application—**The name of the application stopped
- **version**—The application version stopped

Recommended Action If an upgrade was not occurring on the 4GE SSM or the application was not intentionally stopped or uninstalled, review the logs from the 4GE SSM to determine why the application stopped.

505013

Error Message `%FTD-5-505013: Module module_id, application reloading "application", version "version" newapplication`

Error Message `%FTD-5-505013: Module prod_id in slot slot_nunm application changed from: application version version to: newapplication version newversion .`

Explanation An application version changed, such as after an upgrade. A software update for the application on the services module is complete.

- **module_id**—The name of the software services module
- **application—**The name of the application that was upgraded
- **version**—The application version that was upgraded

- **prod_id—**The product ID string for the device installed in the hardware services module
- **slot_num**—The slot in which the application was upgraded
- **application—**The name of the application that was upgraded
- **version**—The application version that was upgraded
- **newapplication—**The new application name
- **newversion—**The new application version

Recommended Action Verify that the upgrade was expected and that the new version is correct.

505014

Error Message `%FTD-1-505014: Module module_id, application down "name", version "version" reason`

Error Message `%FTD-1-505014: Module prod_id in slot slot_num , application down name , version version reason`

Explanation The application running on the module is disabled.

- **module_id**—The name of the software services module
- **prod_id**—The product ID string for the device installed in the hardware services module
- *slot_num* —The slot in which the application was disabled. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.
- **name**—Application name (string)
- **application—**The name of the application that was upgraded
- **version**—The application version (string)
- **reason—**Failure reason (string)

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

505015

Error Message `%FTD-1-505015: Module module_id, application up "application", version "ver_num" version`

Error Message `%FTD-1-505015: Module prod_id in slot slot_num , application up application , version version`

Explanation The application running on the SSM in slot *slot_num* is up and running.

- **module_id**—The name of the software services module
- **prod_id**—The product ID string for the device installed in the hardware services module
- *slot_num* —The slot in which the application is running. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.
- **application**—The application name (string)
- **version**—The application version (string)

Recommended Action None required.

505016

Error Message `%FTD-3-505016: Module module_id, application changed from: "name" version "version" state "state" to: "name" version "version" state "state"`

Error Message `%FTD-3-505016: Module` *prod_id* in slot *slot_num* application changed from: *name* version *version* state *state* to: *name version* state *state* .

Explanation The application version or a name change was detected.

- **module_id**—The name of the software services module
- **prod_id**—The product ID string for the device installed in the hardware services module
- *slot_num* —The slot in which the application changed. Slot 0 indicates the system main board, and slot 1 indicates the module installed in the expansion slot.
- **name—**Application name (string)
- **version**—The application version (string)
- **state**—Application state (string)
- **application—**The name of the application that changed

Recommended Action Verify that the change was expected and that the new version is correct.

506001

Error Message `%FTD-5-506001: event_source_string event_string`

Explanation The status of a file system has changed. The event and the source of the event that caused a file system to become available or unavailable appear. Examples of sources and events that can cause a file system status change are as follows:

- External CompactFlash removed
- External CompactFlash inserted
- External CompactFlash unknown event

Recommended Action None required.

507001

Error Message `%FTD-5-507001: Terminating TCP-Proxy connection from interface_inside:source_address/source_port to interface_outside:dest_address/dest_port - reassembly limit of limit bytes exceeded`

Explanation The assembly buffer limit was exceeded during TCP segment reassembly.

- **source_address/source_port**—The source IP address and the source port of the packet initiating the connection
- **dest_address/dest_port**—The destination IP address and the destination port of the packet initiating the connection
- **interface_inside**—The name of the interface on which the packet which initiated the connection arrives
- **interface_outside**—The name of the interface on which the packet which initiated the connection exits
- **limit**—The configured embryonic connection limit for the traffic class

Recommended Action None required.

507002

Error Message `%FTD-4-507002: Data copy in proxy-mode exceeded the buffer limit`

Explanation An operational error occurred during processing of a fragmented TCP message.

Recommended Action None required.

507003

Error Message `%FTD-3-507003: protocol flow from originating_interface:src_ip/src_port to dest_if:dest_ip/dest_port terminated by inspection engine, reason - reason.`

Explanation The TCP proxy or session API terminated a connection for various reasons, which are provided in the message.

- **protocol**—The protocol for the flow
- **src_ip**—The source IP address for the flow
- *src_port* —The name of the source port for the flow
- *dest_if* —The destination interface for the flow
- *dest_ip* —The destination IP address for the flow
- *dest_port* —The destination port for the flow
- *reason* —The description of why the flow is being terminated by the inspection engine. Valid reasons include:

- Failed to create flow

- Failed to initialize session API

- Filter rules installed/matched are incompatible

- Failed to consolidate new buffer data with original

- Reset unconditionally

- Reset based on “service reset inbound” configuration

- Disconnected, dropped packet

- Packet length changed

- Reset reflected back to sender

- Proxy inspector reset unconditionally

- Proxy inspector drop reset

- Proxy inspector received data after FIN

- Proxy inspector disconnected, dropped packet

- Inspector reset unconditionally

- Inspector drop reset

- Inspector received data after FIN

- Inspector disconnected, dropped packet

- Could not buffer unprocessed data

- Session API proxy forward failed

- Conversion of inspect data to session data failed

- SSL channel for TLS proxy is closed

- The number of unprocessed segments are more than the threshold value

Recommended Action None required.

509001

Error Message `%FTD-5-509001: Connection attempt was prevented by \ command: src_intf`

Explanation The **no forward interface** command was entered to block traffic from the source interface to the destination interface given in the message. This command is required on low-end platforms to allow the creation of interfaces beyond the licensed limit.

- **src_intf**—The name of the source interface to which the **no forward interface** command restriction applies
- **dst_intf**—The name of the destination interface to which the **no forward interface** command restriction applies
- *sg_info* —The security group name or tag for the specified IP address

Recommended Action Upgrade the license to remove the requirement of this command on low-end platforms, then remove the command from the configuration.

520001

Error Message `%FTD-3-520001: error_string`

Explanation A malloc failure occurred in ID Manager. The errror string can be either of the following:

- Malloc failure—id_reserve
- Malloc failure—id_get

Recommended Action Contact the Cisco TAC.

520002

Error Message `%FTD-3-520002: bad new ID table size`

Explanation A bad new table request to the ID Manager occurred.

Recommended Action Contact the Cisco TAC.

520003

Error Message `%FTD-3-520003: bad id in error_string (id: 0xid_numX)`

Explanation An ID Manager error occurred. The error string may be any of the following:

- id_create_new_table (no more entries allowed)
- id_destroy_table (bad table ID)
- id_reserve

- id_reserve (bad ID)
- id_reserve: ID out of range
- id_reserve (unassigned table ID)
- id_get (bad table ID)
- id_get (unassigned table ID)
- id_get (out of IDs!)
- id_to_ptr
- id_to_ptr (bad ID)
- id_to_ptr (bad table ID)
- id_get_next_id_ptr (bad table ID)
- id_delete
- id_delete (bad ID)
- id_delete (bad table key)

Recommended Action Contact the Cisco TAC.

520004

Error Message `%FTD-3-520004: error_string`

Explanation An id_get was attempted at the interrupt level.

Recommended Action Contact the Cisco TAC.

520005

Error Message `%FTD-3-520005: error_string`

Explanation An internal error occurred with the ID Manager.

Recommended Action Contact the Cisco TAC.

520010

Error Message `%FTD-3-520010: Bad queue elem - %08x: flink %08x, blink %08x, flink->blink %08x, blink->flink %08x`

Explanation An internal software error occurred, which can be any of the following:

- *qelem_ptr* —A pointer to the queue data structure
- *flink_ptr* —A pointer to the forward element of the queue data structure
- *blink_ptr* —A pointer to the backward element of the queue data structure
- *flink_blink_ptr* —A pointer to the forward element's backward pointer of the queue data structure
- *blink_flink_ptr* —A pointer to the backward element's forward pointer of the queue data structure

Recommended Action Contact the Cisco TAC.

520011

Error Message `%FTD-3-520011: Null queue elem`

Explanation An internal software error occurred.

Recommended Action Contact the Cisco TAC.

520013

Error Message `%FTD-3-520013: Regular expression access check with bad list` *`acl_ID`*

Explanation A pointer to an access list is invalid.

Recommended Action The event that caused this message to be issued should not have occurred. It can mean that one or more data structures have been overwritten. If this message recurs, and you decide to report it to your TAC representative, you should copy the text of the message exactly as it appears and include the associated stack trace. Because access list corruption may have occurred, a TAC representative should verify that access lists are functioning correctly.

520020

Error Message `%FTD-3-520020: No memory available`

Explanation The system is out of memory.

Recommended Action Try one of the following actions to correct the problem:

- Reduce the number of routes accepted by this router.
- Upgrade hardware.
- Use a smaller subset image on run-from-RAM platforms.

520021

Error Message `%FTD-3-520021: Error deleting trie entry,` *`error_message`*

Explanation A software programming error occurred. The error message can be any of the following:

- Inconsistent annotation
- Couldn't find our annotation
- Couldn't find deletion target

Recommended Action Copy the error message exactly as it appears, and report it to Cisco TAC.

520022

Error Message `%FTD-3-520022: Error adding mask entry,` *`error_message`*

Explanation A software or hardware error occurred. The error message can be any of the following:

- Mask already in tree
- Mask for route not entered
- Non-unique normal route, mask not entered

Recommended Action Copy the error message exactly as it appears, and report it to Cisco TAC.

520023

Error Message `%FTD-3-520023: Invalid pointer to head of tree, 0x`*`radix_node_ptr`*

Explanation A software programming error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to Cisco TAC.

520024

Error Message `%FTD-3-520024: Orphaned mask %#x, refcount=`*`radix_mask_ptr`*` at %#x, next=%#x`

Explanation A software programming error occurred.

Recommended Action Copy the error message exactly as it appears, and report it to Cisco TAC.

520025

Error Message `%FTD-3-520025: No memory for radix initialization: `*`err_msg`*

Explanation The system ran out of memory during initialization. This should only occur if an image is too large for the existing dynamic memory. The error message can be either of the following:Initializing leaf nodesMask housekeeping

Recommended Action Use a smaller subset image or upgrade hardware.