VPN Client GUI Messages

Contents

Introduction

This document lists the VPN Client GUI error, reason, and warning messages along with a description/action. These messages are for use by Cisco Technical Support and Engineering Support.

The information enables the Cisco Technical Support engineer to resolve your problem faster and more efficiently when you open a Technical Support service request. It also further familiarizes you with the problem and the associated debugs to identify the problem source.

Prerequisites

Requirements

In order to benefit from these VPN Client GUI messages, you need access to your network and the ability to turn on debugs and capture output.

Components Used

This document is not restricted to specific software and hardware versions.

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

VPN Client GUI Messages

Errors

Number	Message	Description or Action
1	The command line parameter %1 cannot be used in conjunction	The two command line parameters stated within quotation ma conflict with one another and cannot be used together in any

	with the command line parameter %2.	command line.
2	Invalid Connection Entry name. The Connection Entry name cannot contain any of the following characters...	An invalid character was entered in the connection entry nam of the dialog for creating new, or modifying existing connectio entries.
3	Invalid TCP port specified. Valid range is %1 to %2.	An invalid TCP port number was entered on the Transport tab the dialog for creating new, or modifying existing connection entries.
4	Invalid Peer Response Timeout specified. Valid range is %1 to %2.	An invalid peer response timeout was entered on the Transpo of the dialog for creating new, or modifying existing connectio entries.
5	No hostname exists for this connection entry. Unable to make VPN connection.	A connection attempt was made using a connection entry tha not contain a host name/address entry. A host name or addre must be specified in the connection entry in order to attempt connection.
6	The connection entry %1 does not exist.	The command line specified a connection entry that does not
7	Group passwords do not match. Enter the same password in both text boxes.	The group authentication password fields on the Authenticatio of the dialog for creating new, or modifying existing connectio entries, have different values. The Password and Confirm Password fields must contain the same values.
8	Unable to update Start Before Logon setting.	The VPN Client was unable to save the start before logon set the Windows Logon Properties dialog to the file vpnclient.ini. file attributes may have been changed to read only or there m a problem with the file system.
9	Unable to update Disconnect VPN connection when logging off setting.	The VPN Client was unable to save the Disconnect VPN connection when logging off setting of the Windows Logon Properties dialog to the file vpnclient.ini. The file attributes ma have been changed to read only or there may be a problem v the file system.
10	Unable to update Allow launching of third party applications before logon setting.	The VPN Client was unable to save the Allow launching of thi party applications before logon setting of the Windows Logon Properties dialog to the Windows registry. The user must hav administrator privileges to save this setting, though the setting should be grayed out if this is not the case. There is likely a s problem with the registry.
11	Registration of CSGINA.DLL failed.	The VPN Client was unable to register its CSGINA.DLL with t Windows operating system. The DLL may have been altered corrupted.
12	Unable to retrieve auto-initiation status.	The VPN Client was unable to retrieve the current status for determining if automatic VPN initiation must be initiated. The Client service or daemon may be stopped, hung, or not runni inter-process communication between the service/daemon ar GUI application may have failed.
13	Unable to update Automatic VPN Initiation Enable setting.	The VPN Client was unable to save the Automatic VPN Initiat Enable setting of the Automatic VPN Initiation dialog to the fil vpnclient.ini. The file attributes may have been changed to re only or there may be a problem with the file system.
14	Unable to update Automatic VPN Initiation Retry Interval setting.	The VPN Client was unable to save the Automatic VPN Initiat Retry Interval setting of the Automatic VPN Initiation dialog to file vpnclient.ini. The file attributes may have been changed t only or there may be a problem with the file system.

15	Invalid Retry Interval specified. Valid range is %1 to %2.	An invalid retry interval was entered in the Automatic VPN Ini Retry Interval field of the Automatic VPN Initiation dialog. The must be within the range specified in the error message.
16	The connection entry %1 already exists. Choose a different name.	The user is attempting to create a new connection entry with same name as an existing connection entry.
17	Unable to create connection entry.	The VPN Client was unable to save the new connection entry file on the hard drive. There may be a problem with the file sy
18	Unable to rename connection entry.	The VPN Client was unable to rename the connection entry. new connection entry name may already exist, or there may b problem with the file system.
19	Unable to save the modified connection entry.	The VPN Client was unable to save the modified connection to its file on the hard drive. The file attributes may have been changed to read only or there may be a problem with the file system.
20	Unable to duplicate connection entry.	The VPN Client was unable to duplicate the connection entry duplicate connection entry name may already exist or be too or there may be a problem with the file system.
21	Unable to delete connection entry %1.	The VPN Client was unable to delete the connection entry. T containing the connection entry may no longer exist or may b protected, or there may be a problem with the file system.
22	Unable to import connection entry %1.	The VPN Client was unable to import the connection entry. T connection entry attempting to import may not exist. A conne entry with the same name as the entry being imported may al exist. There may be a problem with the file system.
23	Unable to erase encrypted password for connection entry %1.	The VPN Client was unable to erase the encrypted user pass in the connection entry. The connection entry file attributes m have been changed to read only or there may be a problem w the file system.
24	Unable to update connection entry %1.	The VPN Client was unable to write the connection entry modifications to the connection entry's file on the hard drive. file attributes may have been changed to read only or there m a problem with the file system.
25	%1() for the short cut file %2 failed with %3h.	The function specified in the error message failed while attem to create a short cut file to the VPN Client GUI for a particular connection entry. The hexadecimal number in the error mess the error returned by the function specified.
26	Unable to build a fully qualified file path while creating the short cut file %1.	The VPN Client was unable to build a fully qualified file path f shortcut file. There may be a problem with the file system.
27	Unable to create the shortcut file %1.	The VPN Client was unable to get a pointer to the IShellLink interface from the system in order to create the shortcut file.
28	Reached end of log, no match found.	The VPN Client could not find a match for the search string in log.
29	The third-party dial-up program could not be started.	The VPN Client was unable to launch the third-party dial-up program specified in the connection entry in order to establish VPN connection.
30	The selected connection entry uses the Microsoft CryptoAPI certificate store. This connection entry can not be used until you have logged in to your workstation.	The user is attempting to establish a VPN connection before using a connection entry that is configured to use a Microsoft CryptoAPI certificate for authentication. Such a certificate car be used until after the user has logged into the workstation.
31	The certificate %1 associated with	The user is attempting to establish a VPN connection using a

	this Connection Entry no longer exists or failed to open. Please select another certificate.	connection entry that is configured to use a certificate for authentication that does not exist or cannot be opened.
32	Unable to verify certificate %1.	The selected certificate could not be verified. Possible misconfiguration issue with the certificate authentication (CA) server.
33	Unable to delete certificate %1 from certificate store.	The VPN Client was unable to successfully delete the selecte certificate from the certificate store.
34	Unable to show details for certificate %1.	The VPN Client was unable to successfully open and access selected certificate in order to display the certificate's details.
35	Unable to export certificate. Invalid path %1.	The export path provided for the certificate is invalid.
36	Unable to export certificate %1.	The export source or destination for the certificate was invalid the certificate could not be exported.
37	An export path must be specified.	The user did not provide a file path for exporting the selected certificate
38	Certificate passwords do not match. Enter the same password in both text boxes.	The Password and Confirm Password fields of the Export Certificate dialog must both contain the same values.
39	Unable to import certificate.	The VPN Client was unable to import the certificate. The file p for the certificate may be incorrect or there may be a problem the file system.
40	An import path must be specified.	The user did not provide a file path for import a certificate.
41	Certificate passwords do not match. Enter the same password in both text boxes.	The New Password and Confirm Password fields of the Impo Certificate dialog must both contain the same values.
42	Unable to create certificate enrollment request.	The VPN Client was unable to create an enrollment request t enroll the certificate with a certificate authority.
43	Certificate enrollment failed, or was not approved.	The certificate enrollment request failed or was not approved the certificate authority.
44	Certificate is not valid, or not an online enrollment request.	The user attempted to resume enrollment of a certificate that valid or does not have a pending enrollment request.
45	Passwords do not match. Try again.	The value entered in the Confirm new password dialog did no match the value entered in the Enter new password dialog wh attempting to change a certificate password.
46	Change password for certificate %1 failed.	The VPN Client was unable to change the password for the certificate.
47	Failed to load ipseclog.exe.	The VPN Client was unable to launch the ipseclog.exe applic Log messages will not be saved to the log file.
48	Unable to stop service/daemon.	The VPN Client was unable to stop the service/daemon. The service/daemon may be hung or there is a problem with the system's service/daemon management.
49	GI_VPNStop failed. Unable to disconnect.	The VPN Client failed to send a stop request for terminating t VPN connection to the service/daemon. The service/daemon be stopped, hung, or not running. Communication with the service/daemon may have failed.
50	Service/daemon is not running.	The VPN Client service/daemon is not running. VPN connect cannot be established/terminated via the GUI.
51	IPC socket allocation failed with error %1h.	The VPN Client failed to create an inter-process communicati socket in order to communicate with the service/daemon. VP connections cannot be established/terminated via the GUI. R Related Information for link to search on Cisco bug ID CSCed05004.
52	IPC socket deallocation failed with	The VPN Client failed to close an inter-process communicatio

	error %1h.	socket that is used to communicate with the service/daemon terminating. Subsequent use of the GUI may be unable to communicate with the service/daemon.
53	Secure connection to %1 was unexpectedly dropped.	The VPN connection was lost due to something other than termination by the VPN Client GUI. The connection could hav been terminated by the user via the CLI, or internet connectiv may have been lost.
54	The authentication passwords do not match. Enter the same password in both text boxes.	The user was asked to enter a new authentication password extend authentication dialog and did not enter the same valu the New Password and Confirm Password fields. Both fields contain the same values.
55	The authentication PINs do not match. Enter the same PIN in both text boxes.	The user was asked to enter a new authentication PIN in the extend authentication dialog and did not enter the same valu the New PIN and Confirm PIN fields. Both fields must contain same values.
56	Unable to start the VPN connection.	The VPN Client failed to send a start request for establishing VPN connection to the service/daemon. The service/daemon be stopped, hung, or not running. Communication with the service/daemon may have failed.

Reasons

Number	Message	Description or Action
401	An unrecognized error occurred while establishing the VPN connection.	VPN connection was not established because of an unrecognized rea Please check client logs for details.
402	The Connection Manager was unable to read the connection entry, or the connection entry has missing or incorrect information.	Either the connection profile is missing or does not have all the inform To fix this problem, you can either select another connection profile, c the current connection entry. Connection profiles are located in <client installation directory>profiles most machines, this is C:Program FilesCisco SystemsVPN Clientprof To fix this problem, replace the connection profile file from the profiles directory. This file can be copied from a machine that has the correct of this file.
403	Unable to contact the security gateway.	This can happen because of multiple reasons. One of the reasons tha users can get this message is because IKE negotiations failed. Check client logs for details.
404	The remote peer terminated the connection during negotiation of security policies.	Check the remote peer (head-end) logs to determine the cause for thi failure.
405	The remote peer terminated connection during user authentication.	This reason is not currently used.
406	Unable to establish a secure communication channel.	This reason is not currently used.
407	User authentication was cancelled by the user.	A user hit the cancel button (instead of OK) in the VPN Client user authentication dialog.
408	A VPN connection is already in the process of	A connection is already in process.

	being established.	
409	A VPN connection already exists.	A VPN connection already exists.
410	The Connection Manager was unable to forward the user authentication request.	This is not currently used.
411	The remote peer does not support the required VPN Client protocol.	The remote peer is either not a Cisco device or it does not support the Client protocol specification.
412	The remote peer is no longer responding.	The remote peer is not responding to the client's request to establish connection. Make sure you can ping the remote peer, or check remote logs for why it is not responding to the client.
413	User authentication failed.	Either the user entered wrong user authentication information, or the was not able to launch the XAuth (user authentication) process.
414	Failed to establish a TCP connection.	The VPN Client was not able to establish the TCP connection for IPSec over TCP connection mode. Please try IPSec over UDP or straight IP Please look at client logs for details.
415	A required component PPPTool.exe is not present among the installed client software.	Please make sure that ppptool.exe is present in the client installation directory (this is generally C:Program FilesCisco SystemsVPN Client. file is not present, uninstall and reinstall the client.
416	Remote peer is load balancing.	The peer has advised you to use a different gateway.
417	The required firewall software is no longer running.	The required firewall is not running.
418	Unable to configure the firewall software.	The peer sent an unrecognized firewall message.
419	No connection exists.	This is an unexpected error. Please check client logs for details.
420	The application was unable to allocate some system resources and cannot proceed.	The system ran out of memory. If you think the system has enough memory, reboot the machine and try again.
421	Failed to establish a connection to your ISP.	Failed to establish a dialup connection. View the client logs for details
422	Lost contact with the security gateway. Check your network connection.	The machine's IP address changed or the machine is no longer conne to the Internet. Note: The VPN Client is required to disconnect the VPN tunnel for se reasons, if the machines IP Address has changed.
423	Your VPN connection has been terminated.	Either the user disconnected the VPN tunnel, or there was an unexpe error.
424	Connectivity to Client Lost by Peer.	Connection disconnected by the peer. Check the peer logs for details
425	Manually Disconnected by Administrator.	Administrator manually disconnected the VPN tunnel.
426	Maximum Configured Lifetime Exceeded.	The VPN Client exceeded the maximum configured lifetime for a sess This value is configured on the peer (head-end) device.
427	Unknown Error Occurred at Peer.	Peer disconnected tunnel. Check the peer logs for details.
428	Peer has been Shut Down.	Peer was shut down.
429	Unknown Severe Error Occurred at Peer.	Check the peer logs for details.

430	Configured Maximum Connection Time Exceeded.	VPN Client has been connected for longer than allowed by the peer.
431	Configured Maximum Idle Time for Session Exceeded.	The VPN connection was idle for longer than the time allowed by the administrator.
432	Peer has been Rebooted.	The peer has been rebooted.
433	Reason Not Specified by Peer.	The peer gave no reason for disconnecting the tunnel. Check the pee[r] for details.
434	Policy Negotiation Failed.	Client and peer policies do not match. Try changing peer policies (try 3DES, AES, and so forth) and then try again.
435	Firewall Policy Mismatch.	Firewall policies do not match with what was configured by the peer.
436	Certificates used have Expired.	The certificate used in the connection profile has expired. Update the certificate configured in the client profile, and then try again.
437	Bad parameter was provided.	Check spelling and syntax of profile or command line parameters.
438	Different components of the client can't communicate. Try stopping any personal firewalls that might be installed on the client machine, and then try again.	The VPN Client GUI uses ports to communicate with the VPN Client [and] and service. Firewalls lie in between these two components and may [block] traffic. Allow all traffic to the 127.0.0.1 address.
439	Start the Cisco VPN Client Service.	This can be done by _net start cvpnd_ on command prompt, or by go[ing to] service manager and starting the VPN service. _net start cvpnd_ and [_net] stop cvpnd_ are used to start and stop the VPN service. The Window[s] system log may also be checked to see why the service might not hav[e] started. Note: Do not type the _ character when you enter these commands.
440	Cannot start the driver. Make sure DNE is installed correctly. Make sure that _cvpndrva_ is installed correctly.	Ensure that the DNE driver is loaded. Go to command prompt and typ[e] _net stop dne_. It should not be able to be stopped. However, if it can[not] be found, then it is not installed. If installed, try _net stop cvpndrva_ a[nd] _net start cvpndrva_. This can't be done via service manager. Note: Do not type the _ character when you enter these commands.
441	Out of backup servers. Tried contacting all backup servers (if available), but still could not connect.	The VPN Client was unable to make contact with a head end device a[fter] checking all backup servers. Ensure connectivity and name resolutio[n to] head end devices from the workstation.
442	Failed to enable virtual adapter.	Attempt a reboot before trying again. Or go to network connection pro[perty] pages and try to manually enable/disable the _Cisco Systems VPN Adapter_. Also try to add the following line to vpnclient.ini: [main] VAEnableAlt=0.
443	Smart card associated with the certificate was removed. Please re-insert the smart card.	Certificates residing outside the workstation must remain connected [for] the VPN Client session.

Warnings

Number	Message	Description or Action
201	The command line parameter %1	The two command line parameters stated within quotatio[n]

	cannot be used in conjunction with the command line parameter %2.	marks conflict with one another and cannot be used tog... in any given command line.
202	If you disable this feature, the %1 will not automatically disconnect your VPN connection when you logoff. As a result, your computer may remain connected after logoff.	The user has disabled the Disconnect VPN connection v... logging off setting of the Windows Logon Properties dial...
203	You do not have write privileges for this connection entry. It will be opened read-only.	The user is attempting to modify a connection entry who... attributes have been set to read only.
204	The certificate %1 associated with this Connection Entry could not be found. Please select a different certificate or click Cancel.	The user is attempting to modify a connection entry that... certificate associated with it. But the certificate associate... with the profile was not found. It could be that the certific... lives on a smart card which is not connected to the syste... right now. Therefore, hitting cancel is a valid option.
205	You must use a Smart Card with this connection. Please insert the Smart Card before attempting a connection.	This warning means that the current profile requires the ... smart card, and no smart card is present on the system. ... user should insert the correct smart card and should re-... connect, or the user should select a different profile to connect.

Related Information

- **Cisco Bug ID CSCed05004 (registered customers only)**
- **IPSec Negotiation/IKE Protocols Support Page**
- **Technical Support & Documentation - Cisco Systems**