

The logo for F-Secure, featuring the text "F-SECURE" in a bold, black, sans-serif font above a stylized shield emblem. The shield is composed of several overlapping geometric shapes in shades of purple and black.

Error Codes for F-Secure Anti-Virus for Firewalls, Windows 6.20

The two tables described here list the error codes sent by F-Secure Content Scanner Server and F-Secure Anti-Virus for Firewalls.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
3	Error	Directory Access Denied	Directory '%1' cannot be accessed.	During product operation.	Make sure that F-Secure Content Scanner Server has sufficient rights to access the folder in question.
10	Info	Module Starting	%1 starting...	During startup or restart.	No actions required.
20	Info	Module Stopping	%1 stopping...	During shutdown.	No actions required.

ID	Severity	Trap	Message	When/ Why	Solution
30	Info	Module Started	%1started	During startup or restart.	No actions required.
40	Info	Module Stopped	%1 stopped	During shutdown.	No actions required.
50	Info	Settings Changed	The following settings have been changed: %1	Product settings changed from F-Secure Policy Manager Console or local user interface.	No actions required.
70	Error	Cannot Read Settings	Cannot read the settings. Default settings will be used.	During startup or restart.	Make sure F-Secure Management Agent is running.
80	Info	Statistics Reset	Statistics were reset.	Product statistics reset from F-Secure Policy Manager Console or Local User Interface.	No actions required.
90	Error	Statistics Reset Failed	Statistics reset not successful.	On reset statistics from F-Secure Policy Manager Console or Local User Interface.	Try to reset the statistics again.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
100	Warning	Quarantine Report	Content quarantined as %1 and found in: File name: %2, File size :%3, Scan result: %4, Source: %5, Destination: %6, Protocol: %7, Agent: %8	The product has placed a file to the quarantine.	Examine the report. Be careful when checking files in the quarantine, as non-infected files may contain malicious code.
110	Error	Quarantine Failed	Could not quarantine due to error %1. File name: %2, File size :%3, Scan result: %4, Source: %5, Destination: %6, Protocol: %7, Agent: %8	During quarantine operation.	Act according to the reason of failure. For example, if there is not enough disk space, free some, etc.
120	Info	Start Operation	Start operation is in progress. Attempting to start %1.	The alert is not used in this version.	The alert is not used in this version.

ID	Severity	Trap	Message	When/ Why	Solution
130	Info	Stop Operation	Stop operation is in progress. Attempting to start %1.	The alert is not used in this version.	The alert is not used in this version.
140	Warning	Module Already Running	Attempted to load the module that is already running.	On automatic or manual restart of the operation.	Start and stop the product again. If the alert appears again, reboot the system.
141	Warning	Module Not Running	Attempted to stop the module %1 that is not running.	On shutdown.	No actions required.
142	Error	Module Unreachable	Module (%1) unreachable to send a message.	A product component failed to interface with another component.	Restart the product if the problem persists. If this does not help, contact F-Secure Support.
150	Error	Loading Module Failed	Loading %1 (%2) unsuccessful. %3	During startup or restart.	Check the reason and act accordingly. Restart may help. If the problem persists, contact F-Secure Support.
160	Error	Stopping Module Failed	Stopping %1 was unsuccessful.	During shutdown.	No actions required.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
170	Fatal Error	Unable to load F-Secure Management Agent	F-Secure Management Agent cannot be loaded.	During manual restart.	Check that F-Secure Management Agent is properly installed.
180	Fatal Error	Unable to start F-Secure Quarantine Manager	F-Secure Quarantine Manager cannot be loaded.	During startup.	Restart the product.
190	Fatal Error	Unable to Start F-Secure Anti-Virus	F-Secure Anti-Virus cannot be started due to error: %1.	Alert not used in this version.	Alert not used in this version.
200	Fatal Error	Broken Interface with F-Secure Anti-Virus.	Interface with F-Secure Anti-Virus and cannot be established. Will attempt to connect again later.	Alert not used in this version.	Alert not used in this version.

ID	Severity	Trap	Message	When/ Why	Solution
205	Error	No Scanners Available	No scanning engines loaded and enabled. %1	No scan engines have been loaded.	From F-Secure Policy Manager Console, or the Local User Interface. Make sure that scan engines are enabled. If the scan engines are enabled but you still get this alert, restart the product or reboot the system.
210	Error	Process Scan Request Failed	Cannot process scan request. Failed to connect F-Secure Anti-Virus due to error: %1.	Alert not used in this version.	Alert not used in this version.
220	Error	Scan Request Timeout	Cannot process scan request. F-Secure Anti-Virus does not respond to the request in a timely fashion.	During scanning, when scan timeout occurs.	You can increase the scan timeout interval setting. If the alert is continuously reported for certain file types, you can exclude corresponding file extensions from scanning.
230	Error	Invalid Working Directory	Working directory '%1' does not exist.	A nonexistent or invalid directory is given as the working directory.	Make sure that a valid location for the working directory is specified.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
240	Error	Invalid Quarantine Directory	Quarantine directory '%1' does not exist.	A nonexistent or invalid directory is given as the quarantine directory.	Make sure a valid location for the working directory is specified
250	Warning	Working Directory at Near Capacity	Volume containing the working directory is at or near capacity. You may need to delete some files manually.	The disk space is running out on the partition that hosts the working directory.	Free some disk space. You might consider deleting temporary files and unused software.
260	Warning	Quarantine Directory at Near Capacity	Volume containing the quarantine directory is at or near capacity. You may need to delete some files manually.	During usage; the partition that holds quarantine directory is low on disk space.	Free some disk space. You might consider deleting old quarantined files.
300	Warning	Missing Database File	Virus definition database file '%1' is missing.	During database update when a file listed in the index is not included in the package.	Make sure that you have the database update from F-Secure. Try to update databases manually with Latest.zip or FSUpdate.exe.

ID	Severity	Trap	Message	When/ Why	Solution
301	Error	Invalid Database File	Virus definition database '%1' is invalid. The integrity check failed for the file, or it is incompatible with the scanning engine version.	During database update when the validation for a certain file fails.	Make sure that you have the database update from F-Secure. Try the update again.
302	Error	Invalid Database Index File	Database index file, DBINDEX.CPT, is invalid.	During database update. Dbindex.cpt file has been found to be invalid, or the list of database files does not reflect the real situation.	Make sure that you have the database update from F-Secure. Try the update again.
303	Warning	Not Enough Disk Space to Update	Virus definition database file(s) cannot be updated, not enough disk space	During database update.	Free some disk space.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
304	Info	Scanning Operation Temporarily Disabled	Scanning operation has been temporarily disabled to take new virus database file(s) in use.	Alert not used in this version.	Alert not used in this version.
305	Info	Scanning Operation Enabled	Scanning operation has been enabled.	Alert not used in this version.	Alert not used in this version.
306	Error	Cannot Enable Scanning Operation	Enabling scanning operation was unsuccessful. %	Alert not used in this version.	Alert not used in this version.
307	Info	Database Files Updated	The following virus definition databases have been successfully updated: %1.	Virus definition databases have been manually or automatically updated. There will be a list of files updated.	No actions required.
308	Error	Cannot Update Database File	Updating virus definition database file '%1' was unsuccessful.	During database update.	Try to update databases again. If the problem persists, make a manual database update with Latest.zip or FSUpdate.exe. Make sure the database update package is from F-Secure.

ID	Severity	Trap	Message	When/ Why	Solution
330	Info	Database Update Started	The virus database update process has started.	The database update process has started. The update has been initiated from F-Secure Policy Manager Console or the Local User Interface.	No actions required.
331	Info	Database Update Finished	The virus database update process has finished.	The database update process has finished.	If the "Database Files Updated" alert follows this one, it indicates that the database update operation was completed successfully. Otherwise, the database update has not succeeded.
340	Error	Databases Are Outdated	Virus definition databases have become outdated. The latest database file is %1 days old. To keep your protection secure, database files need to be updated.	Alert not used in this version. Reserved for future use.	Alert not used in this version. Reserved for future use.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
350	Error	Scanning Failed	Scanning '%1' by %2 was unsuccessful. %3	When one of the scanning engines failed to scan a file. The alert can contain the reason of failure or additional information about the scanned file.	If the error is reported continuously, disable the scan engine reported in the alert, or restart the product. You can also add the extension of the problematic file to the list of extensions excluded from scanning by the scan engine.
500	Error	Unable to run Message Pump	Cannot run the message pump. Error: %1	During startup or restart.	Make sure that F-Secure Management Agent is up and running.
510	Error	Ungraceful Message Pump Quit	Quit the message pump with error: %1.	Unexpected problem during product operation.	Normally, the alert can be ignored. If the alert is continuously reported, try to restart the product or reboot the system.

ID	Severity	Trap	Message	When/ Why	Solution
520	Fatal Error	Unable to Register in Message Broker	Registration in F-Secure Message Broker failed due to error: %1.	Can be issued by any component if there is something wrong with F-Secure Management Agent. This alert can also mean that the component with the same OID is already running.	Check that F-Secure Management Agent is correctly installed and running. Restart the product or the reboot system.
530	Fatal Error	Unable to Register in Configuration Handler	Registration with F-Secure Configuration Handler failed due to error: %1	Can be issued by any component if there are problems with F-Secure Configuration Handler, a component of F-Secure Management Agent.	Reboot the system. If the problem persists after reboot, contact F-Secure support.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
535	Error	Network Request Broker Unreachable	Network Request Broker (NRB) cannot be reached to send a request.	When the Database Update Handler fails to register/unregister with the Network Request Broker.	Make sure the F-Secure Network Request Broker service is up and running. Try to enable or disable (if needed) automatic polling for new database updates from the Local User Interface of F-Secure Policy Manager Console.
536	Error	Database Update Handler Unreachable	Database Update Handler cannot be reached to send a request.	The F-Secure Content Scanner Server daemon fails to register to the Database Update Handler.	If this trap occurs, database updating is not possible. Check if the Database Update Handler is running. Restart the product or reboot the system.
540	Error	Unable to Open File	File '%1' cannot be opened due to error: %2.	If a component cannot open or create the file in question. The alert contains the reason for the failure.	Check the reason for the failure and act accordingly. If you see this alert frequently, increase the Directory Cleaning Interval setting..Make sure there is enough disk space.
550	Error	Unable to Read File	File '%1' cannot be read due to error: %2.	If a component cannot read data from the file in question. The alert contains the reason for the failure.	Check the reason for the failure and act accordingly.

ID	Severity	Trap	Message	When/ Why	Solution
560	Error	Unable to Write File	File '%1' cannot be written due to error: %2	If a component cannot write data to the file in question. The alert contains the reason for the failure.	Check the reason for the failure and act accordingly.
570	Error	Unable to Remove File	File '%1' cannot be removed due to error: %2.	If a component cannot remove the file in question. The alert contains the reason for the failure.	Check the reason for the failure and act accordingly.
575	Error	Unable to Create Directory	Directory '%1' cannot be created due to error: %2	When the product tries to create a directory but cannot complete the operation. The alert contains the reason for the failure.	Make sure there is enough disk space, and that F-Secure Content Scanner Server has sufficient rights to create the folder in question.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
600	Error	Unhandled Exception	Unhandled exception occurred in %1.	Unexpected problem during product operation. The alert says where/why unhandled exception occurred.	The product should automatically recover after the failure. However, if you experience multiple unhandled exceptions in a short period of time, contact F-Secure support
610	Error	Undefined Error	Undefined error occurred.	During product operation.	Occurs rarely. Contact F-Secure Support.
666	Error	Undefined Error	Undefined error occurred.	During product operation.	Occurs rarely. Contact F-Secure Support.
777	Info	Debug	%1	During product operation.	Normally used in debug or special product binaries.
1001	Info	Started Listening: Authenticated Mode	%1 has started listening for incoming connections in address: %2, port: %3. Authenticated mode with the agent is on.	During startup when the OPSEC CVP provider becomes operational and starts listening to incoming connections using authenticated connection method.	No actions required. Note that you need to configure Check Point FireWall-1 and generate a key pair with the opsec_putkey.exe utility to make the authenticated connection mode work properly. See the manual for detailed instructions.

ID	Severity	Trap	Message	When/ Why	Solution
1010	Info	Agent Connected	Agent (ip address=%1, type=%2) connected.	Alert not used in this version.	Alert not used in this version.
1011	Info	Agent Disconnected	Agent (ip address=%1, type=%2) disconnected.	Alert not used in this version.	Alert not used in this version.
1012	Info	Processor Registered.	Processor (type=%1, oid=%2) registered.	During startup. The content processor gets registered with the content provider.	No actions required.
1013	Info	Processor Unregistered.	Processor (type=%1, oid=%2) unregistered.	During shutdown. The content processor gets unregistered with the content provider.	No actions required.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
1200	Security	Unauthorized Agent	A request from an unauthorized IP-address (%1) was received. The request was rejected.	When the Authorized Agents setting is defined. A connection from an unauthorized agent has been attempted and has been rejected.	Check the IP address reported in the alert and verify if the host in question is allowed to connect.
1201	Warning	Unknown Request	Unknown request (code=%1) was received. The request was rejected.	When the content provider has received an invalid request that cannot be processed.	Check your configuration and make sure the content provider in question received data from valid agents.
1202	Warning	Unsupported Request Version	Request of an unsupported version (version code=%1) was received. The request was rejected.	The content provider receives an unsupported version request.	Verify the software version interacting with F-Secure Content Scanner Server, and the protocol version it is supposed to communicate over. Consider updating the product and applying all latest service packs and hotfixes.

ID	Severity	Trap	Message	When/ Why	Solution
1203	Warning	Undefined Request	The received data is not a request supported by the content provider. The request has come from the IP address %1.	The content provider fails to parse the incoming request. Some parameters of the request are apparently invalid.	Consider updating the product and applying all latest service packs and hotfixes.
1204	Fatal Error	Address Already in Use	The address (port=%1) given for %2 is currently in use by another service or application.	During startup or restart. If the TCP port designated for the content provider is already occupied.	Make sure there are no port conflicts. If there are, change the Port settings for the content provider in question.
1205	Fatal Error	Cannot Create Listen Socket	Listening socket cannot be created due to error %1.	During startup or restart if the socket cannot be bound.	Check the TCP/IP address and port settings for the content provider in question.
1206	Error	Unable to Send Response	Sending response to the agent was unsuccessful. Error: %1.	If the content provider cannot send the validation response to the agent.	Check that the remote agent is up and running. Make sure the product is not overloaded. If the loading is high, timeouts can happen and this can result in dropping connections. Verify the speed and duplex settings of your network cards and switch.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
1207	Error	Unable to Send Result	Sending result to the agent was unsuccessful. Error: %1.	If the content provider cannot send the validation result to the agent.	See above (ID 1206).
1208	Error	Unable to Send Content	Cannot send content to the agent due to error: %1.	If the content provider cannot send the content (processed data) back to the agent.	See above (ID 1206). If data cannot be sent or received due to timeout, consider increasing maximum send and receive timeouts for the content provider.
1209	Error	Unable to Receive Content	Cannot receive content from the agent due to error: %1.	If the content provider cannot receive the content (data to be scanned) from the agent.	See above (ID 1206).
1210	Error	Unable to Read Control Connection	Cannot read data from the control connection due to error: %1.	If the content provider detects that the control connection has been closed prematurely.	See above (ID 1206).s

ID	Severity	Trap	Message	When/ Why	Solution
1211	Error	No Registered Processor	There are no registered processors for the agent: %1. The request from the agent rejected.	If the content processor for the agent in question did not register with the content provider.	The problem occurs if the content processor is not installed or fails to start. Make sure you have installed the product with the correct installation keycode. Try to restart the product. Pay attention to the alerts listed in the Logfile.log.
1212	Error	Processor Does Not Respond	The processor for agent %1 does not respond. The request from the agent was rejected.	When the content processor for the agent in question does not respond and/or cannot process the content within the timeout period.	Make sure the content processor is up and running. Restart the product if the problem persists.
1213	Error	Processor Interface Error	Error occurred during interaction with the processor. %1.	If the content provider fails to send the interaction request to the content processor.	Restart the product or reboot the system. Also, make sure that F-Secure Management Agent is functioning correctly.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
2001	Security	Virus Alert	Malicious code found in: Agent: %9 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 File size: %6 bytes Scan result: %7 Action: %8	When a malicious code has been found.	Examine the virus alert. If necessary, contact the end-user and make sure the workstation's antivirus protection is up-to-date.
2002	Security	Virus Alert: Infected	Malicious code found in: Agent:%8 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 File size: %6 bytes Scan result: %7 Action: Dropped	When a file is found infected on scanning.	See above (ID 2001).

ID	Severity	Trap	Message	When/ Why	Solution
2003	Security	Virus Alert Disinfected	Malicious code found in: Agent: %8 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 File size: %6 bytes Scan result: %7Action: Disinfected	When a file is found infected and successfully disinfected on scanning.	See above (ID 2001).
2004	Error	Scanning Error	Anti-Virus encountered an error while scanning the file. Agent: %7 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 File size: %6 bytes	When the product fails to scan the file in question.	Get the problematic file from the quarantine and send it to F-Secure for investigation.

Error codes sent by F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/ Why	Solution
2010	Error	Assembling Failed	Assembling of transaction content after processing could not be performed. Agent: %7 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 File size: %6 bytes	When the product fails to assemble the modified content after processing.	The format of the file question may be invalid or malformed. Get the file from the quarantine directory and send it to F-Secure for investigation.
2011	Error	Disassembling Failed	Disassembling of transaction content could not be performed. Agent: %7 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 File size: %6 bytes	When the product fails to disassemble a file to be scanned.	The format of the file question may be invalid or malformed. Get the file from the quarantine directory and send it to F-Secure for investigation.

ID	Severity	Trap	Message	When/ Why	Solution
2020	Error	Quarantine File Failed	Cannot connect to the Quarantine Manager. Infected file was not quarantined and was removed. Agent: %7 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 Scan result: %	When a file to be quarantined cannot be placed to the quarantine because the Quarantine Manager is unreachable.	Make sure that F-Secure Quarantine Manager is up and running. If the alert is continuously sent, restart the product.

Alerts sent by F-Secure Anti-Virus for Firewalls

ID	Severity	Trap	Message	When/Why	Solution
10	Info	Module Started	%1 started.	During startup or restart. The alert contains the name of the module that has been successfully started.	No actions required.

Alerts sent by F-Secure Anti-Virus for Firewalls

ID	Severity	Trap	Message	When/Why	Solution
20	Info	Module Stopped	%1 stopped.	During shutdown. The alert contains the name of the module that has been stopped.	No actions required.
30	Info	Settings Changed	The following settings have been changed: %1.	When product settings have been changed from F-Secure Policy Manager Console or the Local User Interface. The alert contains the list of settings that have been changed.	No actions required.
40	Error	Read Settings Failed	Reading the settings was unsuccessful. Default settings will be used.	Might happen during startup or restart.	Check that F-Secure Management Agent is up and running.
50	Info	Statistics Reset	Statistics were reset.	Product statistics have been reset from F-Secure Policy Manager Console or the Local User Interface.	No actions required.

ID	Severity	Trap	Message	When/Why	Solution
60	Error	Update Statistics Failed	Statistics updated was unsuccessful.	Alert not used in this version.	Alert not used in this version.
70	Error	Statistics Reset Failed	Statistics reset was unsuccessful.	On reset statistics from F-Secure Policy Manager Console or the Local User Interface.	Try to reset statistics again.
80	Error	Policy Read Failed	Reading policy variable %1 was unsuccessful due to error: %2.	The product fails to read a setting from the policy. The alert contains what setting cannot be read and the reason for the failure.	Make sure F-Secure Management Agent is installed correctly. Verify that the host uses the correct public management key (admin.pub) created during installation of F-Secure Policy Manager and the latest MIB files imported to your F-Secure Policy Manager Console.
90	Error	Policy Set Failed	Setting policy variable %1 was unsuccessful due to error: %2.	The product fails to update a setting/statistics in the policy. The alert contains what setting cannot be updated and the reason for the failure.	See above (ID 80).

Alerts sent by F-Secure Anti-Virus for Firewalls

ID	Severity	Trap	Message	When/Why	Solution
100	Info	Interaction Started	Interaction with agent '%1' (type=%2, id=%3) was started.	Alert not used in this version.	Alert not used in this version.
110	Info	Interaction Closed	Interaction with agent '%1' (type=%2, id=%3) was closed.	Alert not used in this version	Alert not used in this version
120	Warning	Unknown Protocol	Protocol of the transaction content is unknown. This content will be handled as FTP content.	When the product receives unknown content type from the agent/firewall.	Check the configuration of the firewall and make sure that it sends the correct content type. Contact the vendor of the firewall software if necessary.

ID	Severity	Trap	Message	When/Why	Solution
300	Security	Virus Alert	Malicious code has been found in: Agent: %9 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 Actual file type: %10 File size: %6 bytes Scan result: %7 Action: %8	When a malicious code has been found.	Examine the virus alert. If necessary, contact the end-user and make sure their workstation's antivirus protection is up-to-date .

Alerts sent by F-Secure Anti-Virus for Firewalls

ID	Severity	Trap	Message	When/Why	Solution
305	Security	Suspicious Content	Suspicious content has been found in: Agent: %9 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 Actual file type: %10 File size: %6 bytes Reason: %7 Action: %8	When a suspicious (most likely infected) content is found.	See above (ID 300).

ID	Severity	Trap	Message	When/Why	Solution
310	Security	Virus Alert: Infected	Malicious code has been found in: Agent: %8 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 Actual file type: %9 File size: %6 bytes Scan result: %7 Action: Dropped	When a file is found infected on scanning.	See above (ID 300).

Alerts sent by F-Secure Anti-Virus for Firewalls

ID	Severity	Trap	Message	When/Why	Solution
320	Security	Virus Alert: Disinfected	Malicious code has been found in: Agent: %8 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 Actual file type: %9 File size: %6 bytes Scan result: %7 Action: Disinfected	When a file is found infected and successfully disinfected on scanning.	See above (ID 300).

ID	Severity	Trap	Message	When/Why	Solution
330	Error	Scanning Error	Anti-virus scanner encountered an error while scanning the file. The file was dropped in: Agent: %7 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 File size: %6 bytes	When the product fails to scan the file in question.	Get the problematic file from the quarantine and send it to F-Secure for investigation.

Alerts sent by F-Secure Anti-Virus for Firewalls

ID	Severity	Trap	Message	When/Why	Solution
340	Error	Assembling Failed	Assembling of transaction content cannot be performed after processing. The transaction has been dropped. Agent: %7 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 File size: %6 bytes	When the product fails to assemble the modified content after processing.	The format of the file question may be invalid or malformed. Get the file from the quarantine directory and send it to F-Secure for investigation.

ID	Severity	Trap	Message	When/Why	Solution
350	Error	Disassembling Failed	Disassembling of transaction content cannot be performed. The transaction has been dropped. Agent: %7 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 File size: %6 bytes	When the product fails to disassemble a file to be scanned.	The format of the file question may be invalid or malformed. Get the file from the quarantine directory and send it to F-Secure for investigation.

Alerts sent by F-Secure Anti-Virus for Firewalls

ID	Severity	Trap	Message	When/Why	Solution
360	Security	Attachment Stripped	The following attachment has been stripped: Agent: %7 Transaction: %1 Source: %2 Destination: %3 File name: %4 Actual file type: %8 File size: %5 bytes Action: %6	When the attachment is stripped.	No actions required.
400	Fatal Error	Unable to Register in Message Broker	Registration in F-Secure Message Broker failed due to error: %1.	Can be issued by any component if there is something wrong with F-Secure Management Agent. This alert can also mean that the component with the same OID is already running.	Check that F-Secure Management Agent is correctly installed and running. Product restart or system reboot can help to solve this.

ID	Severity	Trap	Message	When/Why	Solution
410	Fatal Error	Unable to Register in Configuration Handler	Registration with F-Secure Configuration Handler failed due to error: %1.	Can be issued by any component if there are problems with F-Secure Configuration Handler, a component of F-Secure Management Agent.	Reboot the system. If the problem persists after reboot, contact F-Secure support.
420	Fatal Error	Unable to Run Message Pump	Cannot run the message pump. Error: %1.	During startup or restart.	Make sure that F-Secure Management Agent is up and running.
430	Error	Cannot register to Provider	Registration in %1 failed due to error: %2.	The content processor for firewalls cannot get registered with the content provider.	Verify that the content provider is up and running. Try to restart the product.
440	Error	Unable to Open File	File '%1' cannot be opened due to error: %2.	A component cannot open or create the file in question. The alert contains the reason for the failure.	Check the reason of failure and act accordingly. Consider increasing the Directory Cleaning Interval setting if you see this alert frequently. Also, make sure that there is enough disk space.

Alerts sent by F-Secure Anti-Virus for Firewalls

ID	Severity	Trap	Message	When/Why	Solution
450	Error	Unable to Read File	File '%1' cannot be read due to error: %2.	A component cannot read data from the file in question. The alert contains the reason for the failure.	Check the reason for the failure and act accordingly.
460	Error	Unable to Write File	File '%1' cannot be written to due to error: %2.	A component cannot write data to the file in question. The alert contains the reason of the failure.	Check the reason for the failure and act accordingly.
470	Error	Unable to Create Temp File	Temporary file cannot be created due to error: %1.	A component cannot create a temporary file in the working directory.	Check the reason for the failure and act accordingly.
480	Error	Extracting Attachment Failed	Attachment '%2' (index=%3) cannot be extracted due to error: %1.	A mail attachment cannot be extracted due to invalid encoding or other kind of corruption. The problematic content will be quarantined.	The format of the mail or the attachment is invalid or malformed. Get the file from the quarantine directory and send it to F-Secure for investigation.

ID	Severity	Trap	Message	When/Why	Solution
490	Error	Quarantine File Failed	<p>F-Secure Quarantine Manager is unreachable. The content has not been quarantined and has been removed.</p> <p>Agent: %7 Transaction: %1 Protocol: %2 Source: %3 Destination: %4 File name: %5 Scan result: %6</p>	<p>When a file to be quarantined cannot be placed to the quarantine because the Quarantine Manager is unreachable.</p>	<p>Make sure that F-Secure Quarantine Manager is up and running. If the alert is continuously sent, restart the product.</p>
500	Error	Missing Magic Database	<p>The magic database file '%1' is missing. Intelligent File Type Recognition is disabled.</p>	<p>The magic database used for Intelligent File Type Recognition (IFTR) is missing.</p>	<p>Check that the magic database file (ftmagic.def) exists in the product installation folder.</p>

Alerts sent by F-Secure Anti-Virus for Firewalls

ID	Severity	Trap	Message	When/Why	Solution
501	Error	Invalid Magic Database	The magic database file '%1' is invalid or corrupted. Intelligent File Type Recognition is disabled.	The magic database used for Intelligent File Type Recognition is invalid or corrupted.	Restore the original magic database file or re-install the product.
503	Info	Magic Database Validated	The magic database file '%1' has been checked and found valid.	The magic database used for Intelligent File Type Recognition has been verified.	No actions are required.
600	Error	Unhandled Exception	Unhandled exception occurred in %1.	Unexpected problem during product operation. The alert says where/ why unhandled exception occurred.	The product should automatically recover after the failure. However, if you experience multiple unhandled exceptions in a short period of time, contact F-Secure support. Additionally, supply the problematic file(s) that caused the exception.
601	Error	Internal Error	Internal error occurred. Error code: %1.	During product operation.	The alert occurs rarely. If you receive this error, report the problem to F-Secure support.

ID	Severity	Trap	Message	When/Why	Solution
666	Error	Undefined Error	Undefined error occurred.	During product operation.	The alert occurs rarely. If you get this error, report the problem to F-Secure support.
777	Info	Debug Message	%1	During product operation.	The alert is normally used in debug or special product binaries.