

The logo for F-Secure, featuring the text "F-SECURE" in a bold, black, sans-serif font. Below the text is a stylized shield or triangle shape composed of several overlapping, semi-transparent layers in shades of purple and blue, creating a sense of depth and security.

Error Codes for F-Secure Internet Gatekeeper 6.31

The following tables list the error codes for F-Secure Internet Gatekeeper. The tables are divided according to the following order: F-Secure Anti-Virus for Internet Gateways, F-Secure Anti-Virus for Internet Mail, F-Secure Content Scanner Server.

F-Secure Anti-Virus for Internet Gateways

ID	Severity	Trap	Message	When/Why	Solution
1	Error	Unsuccessful File Read	An error occurred while trying to read the file %1.	The alert is not used in this version.	The alert is not used in this version.
2	Error	Unsuccessful File Write	An error occurred while trying to write the file %1.	The alert is not used in this version.	The alert is not used in this version.

ID	Severity	Trap	Message	When/Why	Solution
3	Error	Directory Access Denied	The directory %1 could not be accessed.	During product operation. The Log or installation directory can't be accessed.	Make sure that the product has sufficient rights to access the folder in question. Check free disk space. Consider restoring default settings for the log and working directories.
4	Error	File Not Found	The file %1 was not found.	The alert is not used in this version.	The alert is not used in this version.
10	Error	Bad Parameters	Wrong parameters in command line or ini file.	The alert is not used in this version.	The alert is not used in this version.
20	Error	Invalid Policy Value	The received policy value is not supported. OID: %1.	The alert is not used in this version.	The alert is not used in this version.
99	Error	Undefined Error	Undefined Error.	The alert is not used in this version.	The alert is not used in this version.
100	Info	Module Starting	%1 starting...	During product startup or restart. The alert contains the name of the module that is starting.	No actions are required.
101	Info	Module Stopping	%1 stopping...	During product shutdown. The alert contains the name of the module that is stopping.	No actions are required.
102	Info	Module Started	%1 started.	During product shutdown. The alert contains the name of the module that has been stopped.	No actions are required.
103	Info	Module Stopped	%1 stopped.	Product stopped	No actions are required.
104	Info	Module Restarted	%1 restarted as requested by the user.	The product is restarted from Local User Interface or F-Secure Policy Manager Console.	No actions are required.

F-Secure Anti-Virus for Internet Gateways

ID	Severity	Trap	Message	When/Why	Solution
105	Fatal Error	Loading Module Failed	Module %1 (%2) could not be loaded. %3	HTTP scanning module (httpscan.exe) can not be loaded. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly. Restart of the product can help in some cases. If the problem persists, contact F-Secure technical support.
106	Error	Stopping Module Failed	Module %1 could not be stopped.	The alert is not used in this version.	The alert is not used in this version.
107	Fatal Error	Restarting Module Failed	Module %1 could not be restarted.	HTTP scanning module (httpscan.exe) can not be restarted.	Check Error.log that might contain more information about failure. Manual restart of the product can help in some cases. If the problem persists, contact F-Secure technical support.
110	Fatal Error	Unable to Register in Message Broker	The registration in F-Secure Message Broker failed due to error: %1.	During product startup or restart.	Check that F-Secure Management Agent is correctly installed and running. Product restart or system reboot can help to solve this.
111	Fatal Error	Unable to Register in Configuration Handler	The registration in F-Secure Configuration Handler failed due to error: %1.	During product startup or restart.	Check that F-Secure Management Agent is correctly installed and running. Product restart or system reboot can help to solve this. If the problem persists after reboot, contact F-Secure support.
112	Fatal Error	Unable to Run Message Pump	Cannot run the message pump. Error: %1.	During product startup or restart.	Make sure that F-Secure Management Agent is up and running. Product restart or system reboot can help to solve this.

ID	Severity	Trap	Message	When/Why	Solution
113	Error	Ungraceful Message Pump Quit	Quit the message pump with error: %1.	Unexpected problem during product operation.	Normally, the alert can be ignored. However, if the alert is continuously reported, try to restart the product or reboot the system.
115	Error	Content Scanner Server Unreachable	Cannot connect to the F-Secure Content Scanner Server on %1 due to error: %2.	During product operation. The reason of the failure is reported in the alert.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Gateways and Content Scanner Server use to communicate to each other.
117	Error	Address Binding Failed	Cannot bind an address to a socket. Address '%1' is probably used by another process or service that is currently running on the server.	Address and port are already assigned to another application	Stop the product and check with telnet whether the specified interface is already used by another program. Consider changing port number that the product is listening on for incoming requests.
120	Error	Unable to Open File	The file '%1' cannot be opened due to error: %2.	If the product cannot open or create the file in question. The alert contains the reason of the failure.	Check the reason of failure and act accordingly. Also, make sure that there is enough disk space.
121	Error	Unable to Read File	The file '%1' cannot be read due to error: %2.	If the product cannot read data from the file in question. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly.

F-Secure Anti-Virus for Internet Gateways

ID	Severity	Trap	Message	When/Why	Solution
122	Error	Unable to Write File	The file '%1' cannot be written to due to error: %2.	If the product cannot write data to the file in question. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly.
123	Error	Unable to Remove File	The file '%1' cannot be removed due to error: %2.	If the product cannot remove the file in question. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly.
124	Error	Unable to Create Temp File	A temporary file cannot be created due to error: %1.	If the product cannot create the temporary file in question. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly.
129	Error	Unable to Allocate Memory	% bytes of memory could not be allocated due to error: %2.	System is running out of memory	Make sure that the system has enough physical memory. Consider changing Virtual Memory settings.
130	Info	Settings Changed	The following settings have been changed: %1.	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 are required.
131	Error	Policy Read Failed	Reading policy variable %1 was unsuccessful due to %2.	The product failed to read some settings. The alert contains the reason of the failure.	Act according to error description. Restart of the product or the system reboot might help to solve this problem. If the problem persists, consider re-installing the product.

ID	Severity	Trap	Message	When/Why	Solution
132	Error	Policy Set Failed	Setting policy variable %1 was unsuccessful due to %2.	The product failed to update the setting in question. The alert contains the reason of the failure.	Act according to error description. Restart of the product or the system reboot might help to solve this problem. If the problem persists, consider re-installing the product.
133	Warning	Invalid Setting	The entry '%1' in the setting '%2' is invalid and ignored.	During product startup or restart.	Check and correct the setting in question. Refer to the on-line help or the manual to see what type of input certain setting requires.
140	Fatal Error	Missing Magic Database	The magic database file '%1' is missing. Intelligent File Type Recognition is disabled.	If the magic database does not exist or it cannot be opened or read. Most likely, the file does not exist or the httpscan.exe process does not have permission to read it.	Check if ftrmagic.def file is present in the product binary directory (by default, %ProgramFiles%\F-Secure\Anti-Virus for Internet Gateways\bin). If the file exists, try to restart the product or reboot the system. If the file is missing, consider re-installing the product.
141	Fatal Error	Invalid Magic Database	The magic database file '%1' is invalid or corrupted. Intelligent File Type Recognition is disabled.	The magic database signature check failed, either the file has been forged or file has been changed without updating the signature.	Make sure that ftrmagic.def file is not corrupted. If the file is missing or corrupted, consider re-installing the product.
150	Error	Scanning Error	"The error occurred while scanning the file. Request: %1 Source: %2 Destination: %3 File size: %4 bytes Error: %5	"The alert is not used in this version.	The alert is not used in this version.

F-Secure Anti-Virus for Internet Gateways

ID	Severity	Trap	Message	When/Why	Solution
300	Security	Virus Alert	"Malicious code has been found in the following file/page: Request: %1 Source: %2 Destination: %3 File size: %4 bytes Scan result: %5 Action: %6"	The alert is not used in this version.	The alert is not used in this version.
301	Security	Virus Alert: Infected	"Malicious code has been found in the following file/page: Request: %1 Source: %2 Destination: %3 File size: %4 bytes Scan result: %5 Action: Dropped"	The content downloaded from the source URL was found infected. The content was dropped and a warning message was substituted.	Consider contacting the owner of the page and inform him/her that the content on the Web server (reported in the alert) is infected.
302	Security	Virus Alert: Disinfected	"Malicious code has been found in the following file/page: Request: %1 Source: %2 Destination: %3 File size: %4 bytes Scan result: %5 Action: Disinfected"	The content downloaded from the source URL was found infected. The content was disinfected and the cleaned content was automatically substituted.	Consider contacting the owner of the page and inform him/her that the content on the Web server (reported in the alert) is infected.
305	Security	Disallowed Content Blocked	"The following file/page has been blocked: Request: %1 Source: %2 Destination: %3 File size: %4 bytes Reason: %5"	The content was blocked according to current content blocking settings.	Check the reason reported in the alert. Consider changing content blocking settings if the page/file in question should not have been blocked.

ID	Severity	Trap	Message	When/Why	Solution
310	Security	Scan Summary	%1	Summary is sent in form of security alert per time interval in the style of "N viruses have been found within M hours". The summary also contains the list of viruses found together with count per each virus	No actions are required. If you don't want to receive scan summary reports, you can disable it by setting 0 (zero) in Send scan summary interval setting.
600	Error	Unhandled Exception	An unhandled exception occurred in %1.	System exception was caught	Check log files to figure out which unit (and URL if available) caused an exception. Consider restarting the product. Contact technical support and report about the problem
777	Info	Debug Message	%1	During product operation.	The alert is normally used in debug or special product binaries.

F-Secure Anti-Virus for Internet Mail

ID	Severity	Trap	Message	When/Why	Solution
1	Error	Unsuccessful File Read	An error occurred while trying to read the file %1.	During product operation. Product cannot read from file.	Make sure the file in question exists and the product has sufficient access rights.
2	Error	Unsuccessful File Write	An error occurred while trying to write the file %1.	Product cannot write to file	Make sure the file in question exists and the product has sufficient access rights. Check free disk space.

F-Secure Anti-Virus for Internet Mail

ID	Severity	Trap	Message	When/Why	Solution
3	Error	Directory Access Denied	The directory %1 could not be accessed.	Log, spool, quarantine or installation directory can't be accessed	Make sure that the product has sufficient rights to access the directory in question. Check free disk space and consider restoring default settings for logging and temporary directories.
4	Error	File Not Found	The file %1 was not found.	The alert is not used in this version.	The alert is not used in this version.
101	Info	Module Started	%1 started.	During product shutdown. The alert contains the name of the module that has been stopped.	No actions are required.
102	Info	Module Stopped	%1 stopped.	During product shutdown. The alert contains the name of the module that has been stopped.	No actions are required.
103	Info	Module Stopping	%1 stopping...	During product shutdown. The alert contains the name of the module that is stopping.	No actions are required.
110	Info	Settings Changed	The following settings: 1% were changed.	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 are required.
115	Info	Statistics Reset	Statistics were reset.	Product statistics have been reset from F-Secure Policy Manager Console or the Local User Interface.	No actions are required.

ID	Severity	Trap	Message	When/Why	Solution
120	Error	Read Settings Failed	Could not read the settings, using the default or the latest settings.	Settings have been changed but the product cannot read them.	Check that F-Secure Management Agent is up and running. Restart of the product or system reboot might solve this problem.
121	Error	Update Statistics Failed	Statistics could not be updated.	The product failed to update statistics, F-Secure Policy Manager Console and Local User Interface will show outdated statistics.	Check that F-Secure Management Agent is up and running. Restart of the product or system reboot might solve this problem.
122	Error	Statistics Reset Failed	Statistics could not be reset.	The product failed to reset statistics.	Check that F-Secure Management Agent is up and running. Restart of the product or system reboot might solve this problem.
125	Error	Policy Read Failed	Reading the policy variable %1 was unsuccessful due to %2.	The product failed to read some settings. The alert contains the reason of the failure.	Act according to error description. Restart of the product or the system reboot might help to solve this problem. If the problem persists, consider re-installing the product.
126	Error	Policy Set Failed	Setting the policy variable %1 was unsuccessful due to %2.	The product failed to update the setting in question. The alert contains the reason of the failure.	Act according to error description. Restart of the product or the system reboot might help to solve this problem. If the problem persists, consider re-installing the product.
127	Warning	Invalid Setting	The entry '%1' in the setting '%2' is invalid and ignored.	The setting in question had invalid value and was ignored.	Check and correct the setting in question. Refer to the on-line help or the manual to see what type of input certain setting requires.

F-Secure Anti-Virus for Internet Mail

ID	Severity	Trap	Message	When/Why	Solution
128	Error	Configuration Handler Unreachable	The configuration Handler is unreachable. The software cannot receive the updated policy.	The product cannot contact F-Secure Configuration Handler, a component of F-Secure Management Agent.	Check that F-Secure Management Agent is up and running. Restart of the product or system reboot might solve this problem.
170	Info	Spool Flush Triggered	The software has been instructed to flush the spool directory.	Spool flush has started	No actions are required.
171	Info	Spool Flush Complete	The software has flushed the spool directory as requested by the user.	Spool flush was completed	No actions are required.
180	Info	Quarantine Emptied	The quarantined files were removed from the Quarantine folder '%1'. It is now empty.	The quarantine folder was cleared.	No actions are required.
190	Info	Old Mail Logs Removed	Old mail logs were removed from the log directory '%1'.	The product automatically removes old files from the log directory.	No actions are required.
191	Info	Mail Log Emptied	The current mail log file '%1' was emptied.	The product empties the mail log file.	No actions are required.
200	Info	Connection Established	The connection with the %1 F-Secure Content Scanner Server on %2 was successfully established.	During product startup or operation.	No actions are required.
205	Info	Connection Closed	The connection with the %1 F-Secure Content Scanner Server on %2 was successfully closed.	During product shutdown.	No actions are required.

ID	Severity	Trap	Message	When/Why	Solution
210	Error	Server Unreachable	Cannot connect to the %1 F-Secure Content Scanner Server on %2 due to %3.	For some reason (check the error code) F-Secure Anti-Virus for Internet Mail cannot connect to F-Secure Content Scanner Server.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other.
212	Warning	Switching Server	The connection with the backup F-Secure Content Scanner Server on %1 was not successful or has been lost. Attempting to connect to another server on %2.	F-Secure Anti-Virus for Internet Mail is switching from one backup server to another because connection was lost to the first one.	Make sure that backup F-Secure Content Scanner Server in question is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other.
214	Error	No Servers Available	The agent cannot connect to any of the specified F-Secure Content Scanner Servers. All e-mail messages are spooled.	F-Secure Anti-Virus for Internet Mail cannot connect to any of the specified Content Scanner Servers.	Check network connections. Make sure that F-Secure Content Scanner server is up and running. Add more servers if this happens often. Restart F-Secure Anti-Virus for Internet Mail and Content Scanner Server computers.
230	Info	Started Listening	%1 has started listening for incoming connections on address: %2, port: %3.	F-Secure Anti-Virus for Internet Mail has binded the socket to listen incoming connections.	No actions are required.

F-Secure Anti-Virus for Internet Mail

ID	Severity	Trap	Message	When/Why	Solution
231	Info	Stopped Listening	%1 has stopped listening for incoming connections on address: %2, port: %3.	F-Secure Anti-Virus for Internet Mail released the listening socket.	No actions are required.
235	Error	Address Binding Unsuccessful	Cannot bind to the address to listen for incoming connections on '%1:%2'. Another process is probably using the address.	F-Secure Anti-Virus for Internet Mail could not bind the socket.	Check that there are no other programs or services using the same port number already. Most likely they will be some mail software. Consider changing the port number F-Secure Anti-Virus for Internet Mail listens for incoming mails.
239	Info	Connection Resumed	The connection with the Mail Server on '%1:%2' was resumed.	F-Secure Anti-Virus for Internet Mail was able to contact the mail server and has started sending mails to it.	No actions are required.
240	Error	Mail Server Unreachable	Cannot connect to the Mail Server on '%1:%2'. Mail messages will be spooled.	F-Secure Anti-Virus for Internet Mail has failed to contact the mail server in question and cannot send mails.	Check network connections. Make sure that the mail server is up and running. Check the address of the inbound or outbound mail server that F-Secure Anti-Virus for Internet Mail delivers processed mails.
241	Security	Unauthorized Host	Rejected a connection from an unauthorized host %1.	Someone tried to connect to F-Secure Anti-Virus for Internet Mail from unauthorized host and the connection was rejected.	Check the IP address reported in the alert and verify if the host in question is allowed to connect to F-Secure Anti-Virus for Internet Mail.

ID	Severity	Trap	Message	When/Why	Solution
243	Fatal Error	Loopback Detected	The TCP/IP address and port of the Mail Server is the same as the address and port that the Agent is listening on. This means that the Agent will send processed messages to itself. Check the settings and make sure the address and/or port number of Mail Server(s) and the Agent are correct.'	The address where F-Secure Anti-Virus for Internet Mail sends mails is the same where it receives mails.	Check and change the address of the inbound and/or outbound mail server that F-Secure Anti-Virus for Internet Mail delivers processed mails.
244	Warning	Mail Exceeds Max Size	"Mail message exceeds the specified maximum message size and was rejected. Sender host: %1 Sender: %2 Recipient: %3 Subject: %4 Message-ID: %5 Mail size: %6 Max size: %7"	F-Secure Anti-Virus for Internet Mail rejected incoming mail because it was too big.	Consider changing settings to allow larger mails. Note that the product cannot accept mails larger than 2.1 gigabytes regardless of settings.
245	Warning	Warning Message Trashed	"Sending warning message was unsuccessful. The warning message was trashed. Sender: %1 Recipient: %2 Subject: %3 Message ID: %4"	The warning message cannot be sent, probably because it had bad receiver/sender address.	Check that the inbound/outbound mail server accepts correct addresses.

F-Secure Anti-Virus for Internet Mail

ID	Severity	Trap	Message	When/Why	Solution
246	Warning	Bounced Message Trashed	"Sending bounced message was unsuccessful. The bounce message was trashed. Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Reason: %6"	Message couldn't be bounced probably because it had bad sender address.	Check that the inbound/outbound mail server accepts correct addresses.
247	Warning	SMTP Command Not Allowed	The agent has received an SMTP command '%1' from '%2'. The command was rejected.	The alert is not used in this version.	The alert is not used in this version.
248	Warning	Message Bounced	"The following message was bounced. Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Scan result: %6 Reason: %7"	The message in question was bounced, the reason for bounce is included in the alert.	Check the reason of the failure and act accordingly.
249	Security	Message Blocked	"The following message was blocked. Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Message size: %6 bytes Reason: %7 Action: %8 Quarantined: %9"	The message in question was blocked according to current product settings.	Examine the alert. Contact the sender/recipient of the mail if necessary. Consider changing e-mail blocking settings if the mail in question should not have been blocked.

ID	Severity	Trap	Message	When/Why	Solution
250	Error	Cannot Receive Mail	There was an error while trying to receive mail from %1.	F-Secure Anti-Virus for Internet Mail failed to receive mail.	Check if there is free disk space.
251	Error	Cannot Send Mail	There was an error while trying to send mail to the MTA at '%1'. The message was spooled as %2.	F-Secure Anti-Virus for Internet Mail failed to send mail. It will continue trying to send the mail for few days (according to settings).	Make sure that F-Secure Anti-Virus for Internet Mail can send mails to the designated inbound/outbound mail server.
260	Error	Cannot Start Transaction	Starting transaction with the %1 F-Secure Content Scanner Server on %2 was unsuccessful while processing spool job '%3', attachment '%4'. Error occurred: %5.	F-Secure Anti-Virus for Internet Mail couldn't start a transaction with Content Scanner Server in order to scan mail for viruses.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other.
261	Error	Cannot Send Content	Sending content to the %1 F-Secure Content Scanner Server on %2 was unsuccessful while processing spool job '%3', attachment '%4'. Error occurred: %5.	F-Secure Anti-Virus for Internet Mail couldn't send data to Content Scanner Server in order to scan mail for viruses.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other. Make sure that there is free disk space at Content Scanner Server machine.

F-Secure Anti-Virus for Internet Mail

ID	Severity	Trap	Message	When/Why	Solution
262	Error	Cannot Receive Content	Receiving content back from the %1 F-Secure Content Scanner Server on %2 was unsuccessful while processing spool job '%3', attachment '%4'. Error occurred: %5.	F-Secure Anti-Virus for Internet Mail couldn't receive processed content from Content Scanner Server.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other.
263	Error	Scan Result Not Received	Receiving scan result from the %1 F-Secure Content Scanner Server on %2 was unsuccessful while processing spool job '%3', attachment '%4'. Error occurred: %5.	F-Secure Anti-Virus for Internet Mail couldn't receive the scan result from Content Scanner Server.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other.
270	Warning	Low Spool Warning	The size of the spool directory has reached its warning level threshold. Volume containing the spool directory has %1 megabytes available at the moment.	The disk is getting full.	Free some disk space. You might consider deleting temporary files and/or unused software on the server.
271	Error	Low Spool Error	The size of the spool directory has reached its error level threshold. Volume containing the spool directory has %1 megabytes available at the moment.	The disk is getting full.	Free some disk space. You might consider deleting temporary files and/or unused software on the server.

ID	Severity	Trap	Message	When/Why	Solution
277	Fatal Error	Disk Full	Volume containing the spool directory '%1' is full.	The disk is full.	Free more disk space immediately. F-Secure Anti-Virus for Internet Mail needs few megabytes in order to process mails and start sending mails from the spool.
280	Error	Disassembling Failed	Could not disassemble a mail message. The message was spooled as %1.	The mail in question is most likely malformed and cannot be processed properly.	Examine the message in the spool. Contact F-Secure technical support and provide the sample for investigations.
281	Error	Assembling Failed	Could not assemble a mail message after processing. The original message was spooled as %1.	The mail is most likely malformed and cannot be processed properly.	Examine the message in the spool. Contact F-Secure technical support and provide the sample for investigations.
282	Error	Cannot Extract Attachment	"Attachment could not be extracted from the mail: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Attachment name: %6 Attachment size: %7 Action: %8 Quarantined: %9"	The attachment in question is apparently broken or has invalid format. The whole mail message might be malformed as well.	Find and examine the mail or the attachment in the quarantine folder. The name of the quarantined file is mentioned in the alert. Contact F-Secure technical support and provide the sample for further investigations.
310	Security	Virus Alert: Infected	"Malicious code found in the message: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 File name: %5 File size: %6 bytes Scan result: %7 Action: Dropped"	When a file is found infected on scanning.	See below.

F-Secure Anti-Virus for Internet Mail

ID	Severity	Trap	Message	When/Why	Solution
311	Security	Virus Alert: Disinfected	"Malicious code found in the message: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 File name: %5 File size: %6 bytes Scan result: %7 Action: Disinfected"	When a file is found infected and successfully disinfected on scanning.	See below.
320	Security	Virus Alert	"Malicious code found in the mail: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Attachment name: %6 Attachment size: %7 bytes Scan result: %8 Action: %9 Quarantined: %10"	When a malicious code has been found.	Examine the virus alert. If necessary, contact the end-user and make sure their workstation has the up-to-date anti-virus protection.
350	Security	Disallowed Attachment	"Disallowed attachment found in the mail: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Attachment name: %6 Attachment size: %7 bytes Reason: %8 Action: %9 Quarantined: %10"	F-Secure Anti-Virus for Internet Mail has found and blocked disallowed attachment according to current product settings.	Examine the alert. Contact the sender/recipient of the mail if necessary. Consider changing email blocking settings if the attachment in question should not have been blocked.

ID	Severity	Trap	Message	When/Why	Solution
360	Security	Unable to Scan	"Attachment cannot be scanned: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Attachment name: %6 Attachment size: %7 bytes Number of scan attempts: %8 Action: %9 Quarantined: %10"	Internal scan attempt limit has been reached and no more attempts to scan this attachment will be done.	Make sure that F-Secure Content Scanner is running and has all scan engines loaded and enabled. Restart of Content Scanner Server or the system reboot might help to solve the problem.
430	Error	Open File Error	The file '%1' cannot be opened due to %2.	If the product cannot open or create the file in question. The alert contains the reason of the failure.	Check the reason of failure and act accordingly.
440	Error	Read File Error	The file '%1' cannot be read due to %2.	If the product cannot read data from the file in question. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly.
450	Error	Write File Error	The file '%1' cannot be written to due to %2.	If the product cannot write data to the file in question. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly.
460	Error	Remove File Error	The file '%1' cannot be removed to due to %2.	If the product cannot remove the file in question. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly.

F-Secure Anti-Virus for Internet Mail

ID	Severity	Trap	Message	When/Why	Solution
480	Error	Quarantining Failed	"Quarantining failed due to %1. Spool ID: %2 Attachment name: %3 Attachment size: %4 bytes"	During quarantine operation. The alert contains the reason why the quarantine operation failed and additional information about the content.	Act according to the reason of the failure. For example, if there is not enough disk space, free some, etc.
490	Error	Logging Failed	The log file '%1' cannot be opened. Stopped logging. If you want to start logging again, set 'Enable Logging' back to 'Yes' and distribute the new policy.	F-Secure Anti-Virus for Internet Mail failed to write to the mail log file. It will try to log again if restarted or distribution of new policy.	Make sure that the volume holding the mail log directory has free disk space and F-Secure Anti-Virus for Internet Mail has access rights to that directory.
600	Error	Unhandled Exception	An unhandled exception occurred in %1.	System exception was caught	Check log files to figure out which mail caused an exception. Restart of the product or system reboot might solve the problem. Contact F-Secure technical support if the product reports this alert frequently.
601	Error	Internal Error	An internal error occurred. Error code: %1.	Internal error occurred.	The alert might happen in very rare situations. Report the problem to F-Secure technical support if you get this error frequently. Restart of the product or system reboot might solve the problem.

ID	Severity	Trap	Message	When/Why	Solution
666	Error	Undefined Error	An undefined error occurred.	Some error occurred but F-Secure Anti-Virus for Internet Mail was unable to identify it.	The alert might happen in very rare situations. Report the problem to F-Secure technical support if you get this error frequently. Restart of the product or system reboot might solve the problem.
777	Info	Debug Message	%1	During product operation.	The alert is normally used in debug or special product binaries.

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ID	Severity	Trap	Message	When/Why	Solution
1	Error	Unsuccessful File Read	An error occurred while trying to read the file %1.	During product operation. Product cannot read from file.	Make sure the file in question exists and the product has sufficient access rights.
2	Error	Unsuccessful File Write	An error occurred while trying to write the file %1.	Product cannot write to file	Make sure the file in question exists and the product has sufficient access rights. Check free disk space.
3	Error	Directory Access Denied	The directory %1 could not be accessed.	Log, spool, quarantine or installation directory can't be accessed	Make sure that the product has sufficient rights to access the directory in question. Check free disk space and consider restoring default settings for logging and temporary directories.

F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/Why	Solution
4	Error	File Not Found	The file %1 was not found.	The alert is not used in this version.	The alert is not used in this version.
101	Info	Module Started	%1 started.	During product shutdown. The alert contains the name of the module that has been stopped.	No actions are required.
102	Info	Module Stopped	%1 stopped.	During product shutdown. The alert contains the name of the module that has been stopped.	No actions are required.
103	Info	Module Stopping	%1 stopping...	During product shutdown. The alert contains the name of the module that is stopping.	No actions are required.
110	Info	Settings Changed	The following settings: 1% were changed.	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 are required.
115	Info	Statistics Reset	Statistics were reset.	Product statistics have been reset from F-Secure Policy Manager Console or the Local User Interface.	No actions are required.
120	Error	Read Settings Failed	Could not read the settings, using the default or the latest settings.	Settings have been changed but the product cannot read them.	Check that F-Secure Management Agent is up and running. Restart of the product or system reboot might solve this problem.

ID	Severity	Trap	Message	When/Why	Solution
121	Error	Update Statistics Failed	Statistics could not be updated.	The product failed to update statistics, F-Secure Policy Manager Console and Local User Interface will show outdated statistics.	Check that F-Secure Management Agent is up and running. Restart of the product or system reboot might solve this problem.
122	Error	Statistics Reset Failed	Statistics could not be reset.	The product failed to reset statistics.	Check that F-Secure Management Agent is up and running. Restart of the product or system reboot might solve this problem.
125	Error	Policy Read Failed	Reading the policy variable %1 was unsuccessful due to %2.	The product failed to read some settings. The alert contains the reason of the failure.	Act according to error description. Restart of the product or the system reboot might help to solve this problem. If the problem persists, consider re-installing the product.
126	Error	Policy Set Failed	Setting the policy variable %1 was unsuccessful due to %2.	The product failed to update the setting in question. The alert contains the reason of the failure.	Act according to error description. Restart of the product or the system reboot might help to solve this problem. If the problem persists, consider re-installing the product.
127	Warning	Invalid Setting	The entry '%1' in the setting '%2' is invalid and ignored.	The setting in question had invalid value and was ignored.	Check and correct the setting in question. Refer to the on-line help or the manual to see what type of input certain setting requires.
128	Error	Configuration Handler Unreachable	The configuration Handler is unreachable. The software cannot receive the updated policy.	The product cannot contact F-Secure Configuration Handler, a component of F-Secure Management Agent.	Check that F-Secure Management Agent is up and running. Restart of the product or system reboot might solve this problem.

F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/Why	Solution
170	Info	Spool Flush Triggered	The software has been instructed to flush the spool directory.	Spool flush has started	No actions are required.
171	Info	Spool Flush Complete	The software has flushed the spool directory as requested by the user.	Spool flush was completed	No actions are required.
180	Info	Quarantine Emptied	The quarantined files were removed from the Quarantine folder '%1'. It is now empty.	The quarantine folder was cleared.	No actions are required.
190	Info	Old Mail Logs Removed	Old mail logs were removed from the log directory '%1'.	The product automatically removes old files from the log directory.	No actions are required.
191	Info	Mail Log Emptied	The current mail log file '%1' was emptied.	The product empties the mail log file.	No actions are required.
200	Info	Connection Established	The connection with the %1 F-Secure Content Scanner Server on %2 was successfully established.	During product startup or operation.	No actions are required.
205	Info	Connection Closed	The connection with the %1 F-Secure Content Scanner Server on %2 was successfully closed.	During product shutdown.	No actions are required.

ID	Severity	Trap	Message	When/Why	Solution
210	Error	Server Unreachable	Cannot connect to the %1 F-Secure Content Scanner Server on %2 due to %3.	For some reason (check the error code) F-Secure Anti-Virus for Internet Mail cannot connect to F-Secure Content Scanner Server.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other.
212	Warning	Switching Server	The connection with the backup F-Secure Content Scanner Server on %1 was not successful or has been lost. Attempting to connect to another server on %2.	F-Secure Anti-Virus for Internet Mail is switching from one backup server to another because connection was lost to the first one.	Make sure that backup F-Secure Content Scanner Server in question is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other.
214	Error	No Servers Available	The agent cannot connect to any of the specified F-Secure Content Scanner Servers. All e-mail messages are spooled.	F-Secure Anti-Virus for Internet Mail cannot connect to any of the specified Content Scanner Servers.	Check network connections. Make sure that F-Secure Content Scanner server is up and running. Add more servers if this happens often. Restart F-Secure Anti-Virus for Internet Mail and Content Scanner Server computers.
230	Info	Started Listening	%1 has started listening for incoming connections on address: %2, port: %3.	F-Secure Anti-Virus for Internet Mail has binded the socket to listen incoming connections.	No actions are required.

F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/Why	Solution
231	Info	Stopped Listening	%1 has stopped listening for incoming connections on address: %2, port: %3.	F-Secure Anti-Virus for Internet Mail released the listening socket.	No actions are required.
235	Error	Address Binding Unsuccessful	Cannot bind to the address to listen for incoming connections on '%1:%2'. Another process is probably using the address.	F-Secure Anti-Virus for Internet Mail could not bind the socket.	Check that there are no other programs or services using the same port number already. Most likely they will be some mail software. Consider changing the port number F-Secure Anti-Virus for Internet Mail listens for incoming mails.
239	Info	Connection Resumed	The connection with the Mail Server on '%1:%2' was resumed.	F-Secure Anti-Virus for Internet Mail was able to contact the mail server and has started sending mails to it.	No actions are required.
240	Error	Mail Server Unreachable	Cannot connect to the Mail Server on '%1:%2'. Mail messages will be spooled.	F-Secure Anti-Virus for Internet Mail has failed to contact the mail server in question and cannot send mails.	Check network connections. Make sure that the mail server is up and running. Check the address of the inbound or outbound mail server that F-Secure Anti-Virus for Internet Mail delivers processed mails.
241	Security	Unauthorized Host	Rejected a connection from an unauthorized host %1.	Someone tried to connect to F-Secure Anti-Virus for Internet Mail from unauthorized host and the connection was rejected.	Check the IP address reported in the alert and verify if the host in question is allowed to connect to F-Secure Anti-Virus for Internet Mail.

ID	Severity	Trap	Message	When/Why	Solution
243	Fatal Error	Loopback Detected	The TCP/IP address and port of the Mail Server is the same as the address and port that the Agent is listening on. This means that the Agent will send processed messages to itself. Check the settings and make sure the address and/or port number of Mail Server(s) and the Agent are correct.	The address where F-Secure Anti-Virus for Internet Mail sends mails is the same where it receives mails.	Check and change the address of the inbound and/or outbound mail server that F-Secure Anti-Virus for Internet Mail delivers processed mails.
244	Warning	Mail Exceeds Max Size	"Mail message exceeds the specified maximum message size and was rejected. Sender host: %1 Sender: %2 Recipient: %3 Subject: %4 Message-ID: %5 Mail size: %6 Max size: %7"	F-Secure Anti-Virus for Internet Mail rejected incoming mail because it was too big.	Consider changing settings to allow larger mails. Note that the product cannot accept mails larger than 2.1 gibabytes regardless of settings.
245	Warning	Warning Message Trashed	"Sending warning message was unsuccessful. The warning message was trashed. Sender: %1 Recipient: %2 Subject: %3 Message ID: %4"	The warning message cannot be sent, probably because it had bad receiver/sender address.	Check that the inbound/outbound mail server accepts correct addresses.

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ID	Severity	Trap	Message	When/Why	Solution
246	Warning	Bounced Message Trashed	"Sending bounced message was unsuccessful. The bounce message was trashed. Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Reason: %6"	Message couldn't be bounced probably because it had bad sender address.	Check that the inbound/outbound mail server accepts correct addresses.
247	Warning	SMTP Command Not Allowed	The agent has received an SMTP command '%1' from '%2'. The command was rejected.	The alert is not used in this version.	The alert is not used in this version.
248	Warning	Message Bounced	"The following message was bounced. Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Scan result: %6 Reason: %7"	The message in question was bounced, the reason for bounce is included in the alert.	Check the reason of the failure and act accordingly
249	Security	Message Blocked	"The following message was blocked. Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Message size: %6 bytes Reason: %7 Action: %8 Quarantined: %9"	The message in question was blocked according to current product settings.	Examine the alert. Contact the sender/recipient of the mail if necessary. Consider changing email blocking settings if the mail in question should not have been blocked.

ID	Severity	Trap	Message	When/Why	Solution
250	Error	Cannot Receive Mail	There was an error while trying to receive mail from %1.	F-Secure Anti-Virus for Internet Mail failed to receive mail.	Check if there is free disk space.
251	Error	Cannot Send Mail	There was an error while trying to send mail to the MTA at '%1'. The message was spooled as %2.	F-Secure Anti-Virus for Internet Mail failed to send mail. It will continue trying to send the mail for few days (according to settings).	Make sure that F-Secure Anti-Virus for Internet Mail can send mails to the designated inbound/outbound mail server.
260	Error	Cannot Start Transaction	Starting transaction with the %1 F-Secure Content Scanner Server on %2 was unsuccessful while processing spool job '%3', attachment '%4'. Error occurred: %5.	F-Secure Anti-Virus for Internet Mail couldn't start a transaction with Content Scanner Server in order to scan mail for viruses.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other.
261	Error	Cannot Send Content	Sending content to the %1 F-Secure Content Scanner Server on %2 was unsuccessful while processing spool job '%3', attachment '%4'. Error occurred: %5.	F-Secure Anti-Virus for Internet Mail couldn't send data to Content Scanner Server in order to scan mail for viruses.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other. Make sure that there is free disk space at Content Scanner Server machine.

F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/Why	Solution
262	Error	Cannot Receive Content	Receiving content back from the %1 F-Secure Content Scanner Server on %2 was unsuccessful while processing spool job '%3', attachment '%4'. Error occurred: %5.	F-Secure Anti-Virus for Internet Mail couldn't receive processed content from Content Scanner Server.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other.
263	Error	Scan Result Not Received	Receiving scan result from the %1 F-Secure Content Scanner Server on %2 was unsuccessful while processing spool job '%3', attachment '%4'. Error occurred: %5.	F-Secure Anti-Virus for Internet Mail couldn't receive the scan result from Content Scanner Server.	Make sure that F-Secure Content Scanner Server is up and running. Check IP address and port number that F-Secure Anti-Virus for Internet Mail and Content Scanner Server use to communicate to each other.
270	Warning	Low Spool Warning	The size of the spool directory has reached its warning level threshold. Volume containing the spool directory has %1 megabytes available at the moment.	The disk is getting full.	Free some disk space. You might consider deleting temporary files and/or unused software on the server.
271	Error	Low Spool Error	The size of the spool directory has reached its error level threshold. Volume containing the spool directory has %1 megabytes available at the moment.	The disk is getting full.	Free some disk space. You might consider deleting temporary files and/or unused software on the server.

ID	Severity	Trap	Message	When/Why	Solution
277	Fatal Error	Disk Full	Volume containing the spool directory '%1' is full.	The disk is full.	Free more disk space immediately. F-Secure Anti-Virus for Internet Mail needs few megabytes in order to process mails and start sending mails from the spool.
280	Error	Disassembling Failed	Could not disassemble a mail message. The message was spooled as %1.	The mail in question is most likely malformed and cannot be processed properly.	Examine the message in the spool. Contact F-Secure technical support and provide the sample for investigations.
281	Error	Assembling Failed	Could not assemble a mail message after processing. The original message was spooled as %1.	The mail is most likely malformed and cannot be processed properly.	Examine the message in the spool. Contact F-Secure technical support and provide the sample for investigations.
282	Error	Cannot Extract Attachment	"Attachment could not be extracted from the mail: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Attachment name: %6 Attachment size: %7 Action: %8 Quarantined: %9"	The attachment in question is apparently broken or has invalid format. The whole mail message might be malformed as well.	Find and examine the mail or the attachment in the quarantine folder. The name of the quarantined file is mentioned in the alert. Contact F-Secure technical support and provide the sample for further investigations.
310	Security	Virus Alert: Infected	"Malicious code found in the message: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 File name: %5 File size: %6 bytes Scan result: %7 Action: Dropped"	When a file is found infected on scanning.	See below.

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ID	Severity	Trap	Message	When/Why	Solution
311	Security	Virus Alert: Disinfected	"Malicious code found in the message: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 File name: %5 File size: %6 bytes Scan result: %7 Action: Disinfected"	When a file is found infected and successfully disinfected on scanning.	See below.
320	Security	Virus Alert	"Malicious code found in the mail: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Attachment name: %6 Attachment size: %7 bytes Scan result: %8 Action: %9 Quarantined: %10"	When a malicious code has been found.	Examine the virus alert. If necessary, contact the end-user and make sure their workstation has the up-to-date anti-virus protection.
350	Security	Disallowed Attachment	"Disallowed attachment found in the mail: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Attachment name: %6 Attachment size: %7 bytes Reason: %8 Action: %9 Quarantined: %10"	F-Secure Anti-Virus for Internet Mail has found and blocked disallowed attachment according to current product settings.	Examine the alert. Contact the sender/recipient of the mail if necessary. Consider changing email blocking settings if the attachment in question should not have been blocked.

ID	Severity	Trap	Message	When/Why	Solution
360	Security	Unable to Scan	"Attachment cannot be scanned: Sender: %1 Recipient: %2 Subject: %3 Message ID: %4 Spool ID: %5 Attachment name: %6 Attachment size: %7 bytes Number of scan attempts: %8 Action: %9 Quarantined: %10"	Internal scan attempt limit has been reached and no more attempts to scan this attachment will be done.	Make sure that F-Secure Content Scanner is running and has all scan engines loaded and enabled. Restart of Content Scanner Server or the system reboot might help to solve the problem.
430	Error	Open File Error	The file '%1' cannot be opened due to %2.	If the product cannot open or create the file in question. The alert contains the reason of the failure.	Check the reason of failure and act accordingly.
440	Error	Read File Error	The file '%1' cannot be read due to %2.	If the product cannot read data from the file in question. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly.
450	Error	Write File Error	The file '%1' cannot be written to due to %2.	If the product cannot write data to the file in question. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly.
460	Error	Remove File Error	The file '%1' cannot be removed to due to %2.	If the product cannot remove the file in question. The alert contains the reason of the failure.	Check the reason of the failure and act accordingly.

F-Secure Content Scanner Server

ID	Severity	Trap	Message	When/Why	Solution
480	Error	Quarantining Failed	"Quarantining failed due to %1. Spool ID: %2 Attachment name: %3 Attachment size: %4 bytes"	During quarantine operation. The alert contains the reason why the quarantine operation failed and additional information about the content.	Act according to the reason of the failure. For example, if there is not enough disk space, free some, etc.
490	Error	Logging Failed	The log file '%1' cannot be opened. Stopped logging. If you want to start logging again, set 'Enable Logging' back to 'Yes' and distribute the new policy.	F-Secure Anti-Virus for Internet Mail failed to write to the mail log file. It will try to log again if restarted or distribution of new policy.	Make sure that the volume holding the mail log directory has free disk space and F-Secure Anti-Virus for Internet Mail has access rights to that directory.
600	Error	Unhandled Exception	An unhandled exception occurred in %1.	System exception was caught	Check log files to figure out which mail caused an exception. Restart of the product or system reboot might solve the problem. Contact F-Secure technical support if the product reports this alert frequently.
601	Error	Internal Error	An internal error occurred. Error code: %1.	Internal error occurred.	The alert might happen in very rare situations. Report the problem to F-Secure technical support if you get this error frequently. Restart of the product or system reboot might solve the problem.

ID	Severity	Trap	Message	When/Why	Solution
666	Error	Undefined Error	An undefined error occurred.	Some error occurred but F-Secure Anti-Virus for Internet Mail was unable to identify it.	The alert might happen in very rare situations. Report the problem to F-Secure technical support if you get this error frequently. Restart of the product or system reboot might solve the problem.
777	Info	Debug Message	"%1	During product operation.	The alert is normally used in debug or special product binaries.