Error Code	Error Messaget	Troubleshooting
Error 1	The command line parameter %1 cannot be used in conjunction with the command line parameter %2.	The two command line parameters stated within quotation marks conflict with one another and cannot be used together in any given command line.
Error 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 name field of the dialog for creating new, or modifying existing connection entries.
Error 3	Invalid TCP port specified. Valid range is %1 to %2.	An invalid TCP port number was entered on the Transport tab of the dialog for creating new, or modifying existing connection entries.
Error 4	Invalid Peer Response Timeout specified. Valid range is %1 to %2.	An invalid peer response timeout was entered on the Transport tab of the dialog for creating new, or modifying existing connection entries.
Error 5	No hostname exists for this connection entry. Unable to make VPN connection.	A connection attempt was made using a connection entry that does not contain a host name/address entry. A host name or address must be specified in the connection entry in order to attempt a VPN connection.
Error 6	The connection entry %1 does not exist.	The command line specified a connection entry that does not exist.
Error 7	Group passwords do not match. Enter the same password in both text boxes.	The group authentication password fields on the Authentication tab of the dialog for creating new, or modifying existing connection entries, have different values. The Password and Confirm Password fields must contain the same values
Error 8	Unable to update Start Before Logon setting.	The VPN Client was unable to save the start before logon setting of the Windows Logon Properties dialog to the file vpnclient.ini. The file attributes may have been changed to read only or there may be a problem with the file system.
Error 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 may have been changed to read only or there may be a problem with the file system.
Error 10	Unable to update Allow launching of third party applications before logon setting.	The VPN Client was unable to save the Allow launching of third party applications before logon setting of the Windows Logon Properties dialog to the Windows registry. The user must have administrator privileges to save this setting,

		though the setting should be grayed out if this is not the case. There is likely a system problem with the registry.
Error 11	Registration of CSGINA.DLL failed.	The VPN Client was unable to register its CSGINA.DLL with the Windows operating system. The DLL may have been altered or corrupted.
Error 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 VPN Client service or daemon may be stopped, hung, or not running; or inter-process communication between the service/daemon and the GUI application may have failed.
Error 13	Unable to update Automatic VPN Initiation Enable setting.	The VPN Client was unable to save the Automatic VPN Initiation Enable setting of the Automatic VPN Initiation dialog to the file vpnclient.ini. The file attributes may have been changed to read only or there may be a problem with the file system.
Error 14	Unable to update Automatic VPN Initiation Retry Interval setting.	The VPN Client was unable to save the Automatic VPN Initiation Retry Interval setting of the Automatic VPN Initiation dialog to the file vpnclient.ini. The file attributes may have been changed to read only or there may be a problem with the file system.
Error 15	Invalid Retry Interval specified. Valid range is %1 to %2.	An invalid retry interval was entered in the Automatic VPN Initiation Retry Interval field of the Automatic VPN Initiation dialog. The value must be within the range specified in the error message.
Error 16	The connection entry %1 already exists. Choose a different name.	The user is attempting to create a new connection entry with the same name as an existing connection entry.
Error 17	Unable to create connection entry.	The VPN Client was unable to save the new connection entry to a file on the hard drive. There may be a problem with the file system.
Error 18	Unable to rename connection entry.	The VPN Client was unable to rename the connection entry. The new connection entry name may already exist, or there may be a problem with the file system.
Error 19	Unable to save the modified connection entry.	The VPN Client was unable to save the modified connection entry 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.
Error 20	Unable to duplicate connection entry.	The VPN Client was unable to duplicate the connection entry. The duplicate connection entry name may already exist or be too long, or there may be a problem with the file system.
Error 21	Unable to delete connection entry %1.	The VPN Client was unable to delete the connection entry. The file containing the connection entry may no longer exist or may be protected, or there may be a problem with the file system.
Error 22	Unable to import connection entry %1.	The VPN Client was unable to import the connection entry. The connection entry attempting to import may not exist. A connection entry with the same name as the entry being imported may already exist. There may be a problem with the file system.
Error 23	Unable to erase encrypted password for connection entry %1.	The VPN Client was unable to erase the encrypted user password in the connection entry. The connection entry file attributes may have been changed to read only or there may be a problem with the file system.
Error 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. The file attributes may have been changed to read only or there may be a problem with the file system.
Error 25	%1() for the short cut file %2 failed with %3h.	The function specified in the error message failed while attempting to create a short cut file to the VPN Client GUI for a particular connection entry. The hexadecimal number in the error message is the error returned by the function specified.
Error 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 for the shortcut file. There may be a problem with the file system.
Error 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.
Error 28	Reached end of log, no match found.	The VPN Client could not find a match for the search string in the log.
Error 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 a VPN connection.

Error 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 logon using a connection entry that is configured to use a Microsoft CryptoAPI certificate for authentication. Such a certificate cannot be used until after the user has logged into the workstation.
Error 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 logon using a connection entry that is configured to use a Microsoft CryptoAPI certificate for authentication. Such a certificate cannot be used until after the user has logged into the workstation.
Error 32	Unable to verify certificate %1.	The selected certificate could not be verified. Possible misconfiguration issue with the certificate authentication (CA) server.
Error 33	Unable to delete certificate %1 from certificate store.	The VPN Client was unable to successfully delete the selected certificate from the certificate store.
Error 34	Unable to show details for certificate %1.	The VPN Client was unable to successfully open and access the selected certificate in order to display the certificate's details.
Error 35	Unable to export certificate. Invalid path %1.	The export path provided for the certificate is invalid.
Error 36	Unable to export certificate %1.	The export source or destination for the certificate was invalid and the certificate could not be exported.
Error 37	An export path must be specified.	The user did not provide a file path for exporting the selected certificate
Error 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.
Error 39	Unable to import certificate.	The VPN Client was unable to import the certificate. The file path for the certificate may be incorrect or there may be a problem with the file system.
Error 40	An import path must be specified.	The user did not provide a file path for import a certificate.
Error 41	Certificate passwords do not match. Enter the same password in both text boxes.	The New Password and Confirm Password fields of the Import Certificate dialog must both contain the same values.
Error 42	Unable to create certificate enrollment request.	The VPN Client was unable to create an enrollment request to enroll the certificate with a certificate authority.

Error 43	Certificate enrollment failed, or was not approved.	The certificate enrollment request failed or was not approved by the certificate authority.
Error 44	Certificate is not valid, or not an online enrollment request.	The user attempted to resume enrollment of a certificate that is not valid or does not have a pending enrollment request.
Error 45	Passwords do not match. Try again.	The value entered in the Confirm new password dialog did not match the value entered in the Enter new password dialog when attempting to change a certificate password.
Error 46	Change password for certificate %1 failed.	The VPN Client was unable to change the password for the certificate.
Error 47	Failed to load ipseclog.exe.	The VPN Client was unable to launch the ipseclog.exe application. Log messages will not be saved to the log file.
Error 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.
Error 49	GI_VPNStop failed. Unable to disconnect.	The VPN Client failed to send a stop request for terminating the VPN connection to the service/daemon. The service/daemon may be stopped, hung, or not running. Communication with the service/daemon may have failed.
Error 50	Service/daemon is not running.	The VPN Client service/daemon is not running. VPN connections cannot be established/terminated via the GUI.
Error 51	IPC socket allocation failed with error %1h.	The VPN Client failed to create an inter-process communication socket in order to communicate with the service/daemon. VPN connections cannot be established/terminated via the GUI. Refer to Related Information for link to search on Cisco bug ID CSCed05004.
Error 52	IPC socket deallocation failed with error %1h.	The VPN Client failed to close an inter-process communication socket that is used to communicate with the service/daemon while terminating. Subsequent use of the GUI may be unable to communicate with the service/daemon.
Error 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 have been terminated by the user via the CLI, or internet connectivity may have been lost.
Error 54	The authentication passwords do not match. Enter the same	The user was asked to enter a new authentication password in the extend authentication dialog and

	password in both text boxes.	did not enter the same values into the New Password and Confirm Password fields. Both fields must contain the same values.
Error 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 values into the New PIN and Confirm PIN fields. Both fields must contain the same values.
Error 56	Unable to start the VPN connection.	The VPN Client failed to send a start request for establishing the VPN connection to the service/daemon. The service/daemon may be stopped, hung, or not running. Communication with the service/daemon may have failed.
Reason 401	An unrecognized error occurred while establishing the VPN connection.	VPN connection was not established because of an unrecognized reason. Please check client logs for details.
Reason 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 information. To fix this problem, you can either select another connection profile, or fix the current connection entry. Connection profiles are located in <client installation directory>profiles. On most machines, this is C Program FilesCisco SystemsVPN Clientprofiles. 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 entry of this file.
Reason 403	Unable to contact the security gateway.	This can happen because of multiple reasons. One of the reasons that users can get this message is because IKE negotiations failed. Check the client logs for details.
Reason 404	The remote peer terminated the connection during negotiation of security policies.	Check the remote peer (head-end) logs to determine the cause for this failure.
Reason 405	The remote peer terminated connection during user authentication.	This reason is not currently used.
Reason 406	Unable to establish a secure communication channel.	This reason is not currently used.
Reason 407	User authentication was cancelled by the user.	A user hit the cancel button (instead of OK) in the VPN Client user authentication dialog.
Reason 408	A VPN connection is already in the process of being	A connection is already in process.

established.

Reason 409	A VPN connection already exists.	A VPN connection already exists.
Reason 410	The Connection Manager was unable to forward the user authentication request.	This is not currently used.
Reason 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 VPN Client protocol specification.
Reason 412	The remote peer is no longer responding.	The remote peer is not responding to the client's request to establish the connection. Make sure you can ping the remote peer, or check remote peer logs for why it is not responding to the client.
Reason 413	User authentication failed.	Either the user entered wrong user authentication information, or the client was not able to launch the XAuth (user authentication) process.
Reason 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 IPSec. Please look at client logs for details.
Reason 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. If this file is not present, uninstall and reinstall the client.
Reason 416	Remote peer is load balancing.	The peer has advised you to use a different gateway.
Reason 417	The required firewall software is no longer running.	The required firewall is not running.
Reason 418	Unable to configure the firewall software.	The peer sent an unrecognized firewall message.
Reason 419	No connection exists.	This is an unexpected error. Please check client logs for details.
Reason 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.
Reason 421	Failed to establish a connection to your ISP. Failed to establish a dialup connection.	View the client logs for details.

Reason 422	Lost contact with the security gateway. Check your network connection.	The machine's IP address changed or the machine is no longer connected to the Internet. Note The VPN Client is required to disconnect the VPN tunnel for security reasons, if the machines IP Address has changed.
Reason 423	Your VPN connection has been terminated.	Either the user disconnected the VPN tunnel, or there was an unexpected error.
Reason 424	Connectivity to Client Lost by Peer.	Connection disconnected by the peer. Check the peer logs for details.
Reason 425	Manually Disconnected by Administrator.	Administrator manually disconnected the VPN tunnel.
Reason 426	Maximum Configured Lifetime Exceeded.	The VPN Client exceeded the maximum configured lifetime for a session. This value is configured on the peer (head-end) device.
Reason 427	Unknown Error Occurred at Peer.	Peer disconnected tunnel. Check the peer logs for details.
Reason 428	Peer has been Shut Down.	Peer was shut down.
Reason 429	Unknown Severe Error Occurred at Peer.	Check the peer logs for details.
Reason 430	Configured Maximum Connection Time Exceeded.	VPN Client has been connected for longer than allowed by the peer.
Reason 431	Configured Maximum Idle Time for Session Exceeded.	The VPN connection was idle for longer than the time allowed by the administrator.
Reason 432	Peer has been Rebooted.	The peer has been rebooted.
Reason 433	Reason Not Specified by Peer.	The peer gave no reason for disconnecting the tunnel. Check the peer logs for details.
Reason 434	Policy Negotiation Failed.	Client and peer policies do not match. Try changing peer policies (try using 3DES, AES, and so forth) and then try again.
Reason 435	Firewall Policy Mismatch.	Firewall policies do not match with what was configured by the peer.
Reason 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.
Warning 201	The necessary VPN sub-system is not available. You can not connect to the remote VPN server.	The VPN Client GUI has detected that it cannot communicate with the client service/daemon. The service/daemon may be stopped, hung, or not running. Communication with the service/daemon may have failed. Uninstall the VPN Client(see Related Information for link) and the anitvirus on the computer, then reinstall

the VPN Client.

Warning 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 when logging off setting of the Windows Logon Properties dialog.
Warning 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 whose file attributes have been set to read only.
Warning 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 has a certificate associated with it. But the certificate associated with the profile was not found. It could be that the certificate lives on a smart card which is not connected to the system right now. Therefore, hitting cancel is a valid option.
Warning 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 use of smart card, and no smart card is present on the system. The user should insert the correct smart card and should re-connect, or the user should select a different profile to connect.