

ACTION ERROR MESSAGES

This page consists of all the potential messages that can appear in the Director interface when an Action is run and results in an error. For ease of navigation, these messages are provided alphabetically and in multiple tabs. Actionable steps to try to address the error are also provided wherever available.

A-F

Error Code	Description	Debug Message
action_not_found	Actor could not find action.	
attachment_failure	Failed to upload attachment.	
attacker_not_ready	Source Actor did not respond ready to run action.	
base_smtp_error	Error testing smtp login. Please ensure all values for smtp are correct.	
called_process_error	Failed to execute system command while running port scan.	
cancel_received	Cancel message received from Director. Please try running again.	
cannot_bind_error	Could not bind to socket during file transfer.	
cannot_find_next_packet	Failed to find next packet while running simulation.	
cannot_listen_port	Could not listen on specified port, check if port is already in use.	
connection_aborted_error	Failed to connect to Email server. Please verify email settings are correct and try again.	
connection_cannot_listen	Unable to listen on specified connection during file transfer action.	
connection_refused_error	Connection refused. Ensure that actors are able to communicate.	Reboot actors.
connection_reset_error	Could not connect, connection was reset.	
connection_socket_error	Could not connect with the socket-server.	
could_not_clear_safe_urls	Error updating use_proxy job settings.	
could_not_determine_os_defined_proxy	Could not determine os defined proxy. Please ensure that your proxy settings are correct and try again.	

Error Code	Description	Debug Message
could_not_set_to_run_as_captive_ioc_pcap	Error updating run_as_captive_ioc_pcap job settings.	
could_not_start_tunnel_process	Failed to start ssh tunnel. Please try again later.	
could_not_update_urls	Error updating job setting, urls.	
could_not_write_cntlm_config_file	Could not write cntlm config file.	
creating_server	Failed to create HTTP server while running an action. Please try again later.	
credential_provider_not_installed	Credential Provider not found.	
custom_shell_path_already_exists	Custom shell path already exists. Please check your settings and try again.	
data_mismatch	Data received does not match expected data.	
determining_interface	Error checking if interface for simulation is available. Download support logs and provide to Mandiant.	
dns_client_setup_port	Tunnel encountered an error during setup. Ensure that port 0 is not being provided. Download support logs and provide to Mandiant.	
dns_tunnel_already_running	DNS tunnel already running.	
dns_tunnel_client_binary_not_found	DNS tunnel client binary not found.	
dns_tunnel_server_binary_not_found	DNS tunnel server binary not found.	
dns_tunnel_server_process_already_running	DNS tunnel already running.	
docker_build_error	Building the Docker image failed. Please check your settings and try again.	
docker_container_run_failed	Docker container run failed. Please check your settings and try again.	
docker_image_load_error	Failed to load Docker image.	
docker_run_error	Error running script in docker container.	

Error Code	Description	Debug Message
exception_opening_port	Error occurred while opening ports for action.	
exception_thrown_on_start_tunnel_process	Error starting ssh tunnel service.	
exchange_authorization_error	Failed to login to the Exchange Server. Please check your settings and try again.	
execution_failed	Failed to run OS command.	
execution_failed_due_to_permissions	Execution failed due to permissions.	
exit_code	Command failed with non-zero exit code.	
file_transfer_not_found	Error finding file to send as response or compare. Download support logs and provide to Mandiant.	
function_end	Failed to run Socket action.	

G-L

Error Code	Description	Debug Message
general_check_error	SMTP login test failed. Please check your settings and try again.	
general_dns_error	General DNS error encountered. Download support logs and provide to Mandiant.	
general_error	An unknown error occurred while running an action. Please check your settings and try again. If you continue to see this error, please contact support.	
general_exception	An unknown error occurred while running an action. Please check your settings and try again. If you continue to see this error, please contact support.	
general_gmail_error	An unknown error occurred while attempting to check the Gmail Server. Please check your settings and try again.	
general_imap_error	An unknown error occurred while attempting to check the IMAP Server. Please check your settings and try again.	
general_job_exception	General job error encountered. Download support logs and provide to Mandiant.	
general_overall_exception	General error encountered. Download support logs and provide to Mandiant	

Error Code	Description	Debug Message
general_pop3_error	An unknown error occurred while attempting to check the POP3 Server. Please check your settings and try again.	
general_port_scan_error	General port scan error. Download support logs and provide to Mandiant.	
general_process_error	General process error encountered. Download support logs and provide to Mandiant.	Reboot actors.
general_process_exception	General process error encountered. Download support logs and provide to Mandiant.	
general_process_timeout	General process timeout error encountered. Check actor logs for information.	Reboot actors.
general_request_error	General request error encountered while attempting to make an http request for a file transfer action. Download support logs and provide to Mandiant.	
general_run_action	General run action error encountered. Download support logs and provide to Mandiant.	Reboot actors.
general_run_exception	General run error encountered. Download support logs and provide to Mandiant.	Reboot actors.
general_run_simulation_exception	General run simulation error encountered. Download support logs and provide to Mandiant.	Reboot actors.
general_runtime_exception	General runtime error encountered while attempting to run a file transfer action. Download support logs and provide to Mandiant.	
general_send_error	General email send error encountered. Download support logs and provide to Mandiant.	
general_sim_error	General run simulation error encountered. Download support logs and provide to Mandiant.	
general_smtp_error	General SMTP error encountered. SMTP login test failed. Please check your settings and try again.	
general_socket_error	General socket error encountered. Download support logs and provide to Mandiant.	
general_target_exception	General target error encountered. Download support logs and provide to Mandiant.	Reboot actors.
get_index_not_file	Error occurred while opening ports for socket	Reboot actors.
gmail_authorization_error	Failed to login to the Gmail Server. Please check your settings and try again.	

Error Code	Description	Debug Message
http_authentication_failed	HTTP authentication required. Please check your settings and try again.	
http_error	HTTP error encountered. Please check your settings and try again.	
icmp_tunnel_is_already_running	Hans ICMP tunnel already running.	
imap_abort_error	IMAP server error encountered. Please check your settings and try again.	
imap_general_error	IMAP error encountered. Download support logs and provide to Mandiant.	
imap_login_failed	IMAP login failed. Please check your settings and try again.	
imap_socket_timeout	IMAP socket timeout. Please try again later.	
interface_not_available	Interface for simulation is not up. Check that interfaces for actors are online.	
invalid_action_definition	Hex file not found for Captive DNS Action. Download support logs and provide to Mandiant.	
invalid_action_type	Invalid action type passed to actor. Download support logs and provide to Mandiant.	
invalid_data_read	A file in the Job contained invalid data. If you were running a Protected Theater Action, the malware may have encrypted the file. Check logs for more information.	Mandiant critical files were unable to be read during job. Checklogs for more information.
invalid_file_no_content	A file was blank, possibly caused by a permissions issue or unexpected activity. Review the logs for more information.	Actor had no content in a job data file. Check logs for more information.
invalid_request	Error encountered while running web request action. Request is not in proper format. Please check your settings and try again.	
invalid_scan_type	Invalid scan type passed to actor. Download support logs and provide to Mandiant.	
invalid_url_request	Invalid URL while attempting to make an HTTP request. Please check your settings and try again.	
invalid_user_profile	Invalid user profile, user not found. Please check your settings and try again.	
job_action_not_found	Exception finding Job Action. Try running job again.	

Error Code	Description	Debug Message
job_not_found	Job was not found on actor. Download support logs and provide to Mandiant.	
job_setup_error	Error found with job definition. Download support logs and provide to Mandiant.	
job_setup_error:0	General exception setting up job. See the actor logs for more details.	
job_setup_error:1	Action execution reached the timeout limit after multiple attempts.	
kerberos_header_error	Kerberos Header Exception. Please check your settings and try again.	
kerberos_server_not_found	Server not found in Kerberos database. Please check your settings and try again.	
kerberos_ticket_error	Error encountered with Kerberos ticket. Please check your settings and try again.	
logging_setup_error	Error encountered while preparing log file handler.	

M-R

Error Code	Description	Debug Message
mac_not_found	Could not determine MAC Address for gateway.	
md5_file_compare_mismatch	Error occurred while transferring file.	
message_creation_failure	Failed to create email message. Please check your settings and try again.	
mismatched_prompt	Command timed out or expected prompt not found.	
missing_result	There was an error executing script. Please check your settings and try again.	
missing_results	There was an error executing script. Please check your settings and try again.	
multiple_connections_made	Multiple connections made.	
no_conditions_matched	No conditions matched.	
no_data_found	No data found during action.	
no_ip_address_detected_for_tunnel_interface	No IP address detected for tunnel interface. Please check your settings and try again.	

Error Code	Description	Debug Message
no_nameservers	Source actor was not able to find any nameservers to use. Please make sure that source actor is using a valid DNS server.	
no_target_result	Status not received from target actor.	
no_tunnel_interfaces_detected	No tunnel interfaces detected.	
not_found_in_db	Exception finding action in actor. Try running action again.	
not_found_in_db_job	Exception finding job in actor. Try running job again.	
not_found_in_db_job_action	Exception finding job action in actor. Try running job again.	
not_found_in_job_database	Exception finding Job. Try running job again.	
open_port	Error occurred while opening ports for website.	
opening_port	Error occurred while opening ports for action.	
parsing_action_parameters	Error occurred while parsing action parameters.	
parsing_job_parameters	Error occurred while parsing job parameters.	
parsing_job_settings	Error occurred while parsing job settings.	
parsing_node_settings	Error occurred while parsing actor settings.	
pcap_queue_error	Error occurred while getting next pcap from queue.	
pcap_read_error	Error occurred while actor was reading PCAP.	Reboot Actors. Reload pcap to director as a new action.
permission_denied	Permission denied. Please check your settings and try again.	
pop3_retrieval_error	Invalid POP3 response is received. Please try again.	
pop3_socket_timeout	POP3 socket timeout. Please try again later.	
port_already_in_use	A port was unable to be reserved during port scan. Port was already in use.	Ensure that another service is not using a port being scanned. Reboot actors.
process_as_user_failed_start	Error occurred while starting a process as user.	Please check user profile credentials

Error Code	Description	Debug Message
prompt_error	Cli prompt expect exception. Please try again later.	
prompt_not_found_on_cli_launch	Prompt not found on cli launch. Please check your settings and try again.	
proxy_authentication_failed	Proxy authentication failed. Please check your settings and try again.	
proxy_cant_connect	Proxy connection refused. Please check your settings and try again.	
proxy_connection_failed	Proxy connection failed. Please check your settings and try again.	
proxy_connection_failed_ssl	Proxy connection failed ssl. Please check your settings and try again.	
proxy_connection_refused	Proxy connection refused. Please check your settings and try again.	
proxy_connection_timeout	Proxy connection timeout. Please check your settings and try again.	
reactor_error	Error while attempting to send file. Please check your settings and try again.	
ready_action_error	Indicates attacker could not determine if target actor was ready for the action.	
receive_errored	Exception running packet receive.	
receiving_response	Error encountered while attempting to receive response from socket. Please try again later.	
relay_dns_server_error	Actor was unable to start a DNS Tunnel for use in the action.	
request_exception	Encountered request exception.	
run_as_user_prepared_failed	Encountered an error while preparing database for action run as user.	
run_command_general_error	General error encountered while attempting to run a command. Download support logs and provide to Mandiant.	
run_ftp_client	Error encountered while attempting to run FTP client. Please check your settings and try again.	
run_scp_client	Error encountered while attempting to run SCP client. Please check your settings and try again.	

S-Z

Error Code	Description	Debug Message
saml_authentication_failed	Error encountered while attempting to generate saml requests data. Please check your settings and try again.	
saving_final_update	Error saving final update to database. Check actor logs for more information.	
script_exception	Error encountered while attempting to run cloud action script. Please check your settings and try again.	
script_timeout	Cloud action script timeout. Please check your settings and try again.	
send_and_receive_error	Exception running packet receive. Download support logs and provide to Mandiant.	
sending_packet	Exception running packet send. Download support logs and provide to Mandiant.	
sending_request	Exception while attempting to send HTTP request.	
server_error	Proxy server error. Please check your settings and try again.	
sim_runner_not_started	Sim runner failed to initialize connection with Sim Manager.	
simulation_interface_not_up	Interface for simulation is not up on actor. Restart actor and ensure simulation interface is online.	
smtp_authentication_error	SMTP authentication error. Please check your settings and try again.	
smtp_command_not_supported_error	Smtp command not supported error. The command or option is not supported by the SMTP server. Please check your settings and try again.	
smtp_connect_error	Smtp connect error. Error during connection establishment. Please check your settings and try again.	
smtp_disconnected_error	Not connected to any SMTP server. Please check your settings and try again.	
smtp_helo_refused_error	The SMTP server connection failed. The server refused our HELO reply. Please check your settings and try again.	
smtp_recipient_refused_error	SMTP recipient refused error. All recipient addresses refused. Please check your settings and try again.	

Error Code	Description	Debug Message
smtp_refused_data_error	The SMTP server didn't accept the data. Please check your settings and try again.	
smtp_response_code_error	SMTP server error. Please check your settings and try again.	
smtp_sender_refused_error	SMTP sender address refused. Please check your settings and try again.	
smtp_socket_timeout	Socket timeout occurred while attempting to connect to SMTP server. Please check your settings and try again.	
socket_closed	Socket closed. Download support logs and provide to Mandiant.	
ssh_tunnel_is_already_running	Ssh tunnel is already running.	
ssl_cert_not_found	Could not find certificate file on actor. Try restarting the actor and running the action again. Download support logs and provide to Mandiant.	
ssl_certificate_verification_failed	SSL Error, certificate verify failed.	
ssl_connection_failed	SSL connection failed.	
ssl_general_failure	General SSL error encountered. Download support logs and provide to Mandiant.	
success_and_block_conditions_not_matched	Success and blocked conditions checked, no matches.	
target_not_ready	Destination Actor did not respond ready to run action. Ensure actor is not queued with other actions and able to be reached from director.	
tcp_stack_receive_error:	Exception running packet receive (tcp_stack).	
timeout	Timeout occurred.	Ensure that actors are able to communicate. Reboot actors.
too_many_redirects	Too many redirects.	
tunnel_client_process_not_started	Unable to start DNS tunnel client (process not running).	
tunnel_closed_before_data_sent	Tunnel died between setup and send request.	

Error Code	Description	Debug Message
tunnel_closed_during_transmission	Tunnel connection was closed during transmission while running file transfer action.	
udp_retry_receive_error	Exception running packet receive (udp_retry).	
unable_to_bind_to_interface	Unable to bind to interface.	
unable_to_determine_auto_interface	Unable to determine auto interface.	
unable_to_get_user_session	Exception attempting to get User token.	
unable_to_load_file	The Actor was unable to load a file. Check logs for additional information and contact support for assistance.	Actor was unable to load job related files. Check logs for more information.
unable_to_parse_settings	Unable to parse email settings file.	
unable_to_resolve_fqdn	Unable to resolve FQDN.	
unable_to_retrieve_results	Unable to retrieve results.	
unexpected_error	Unexpected error running cloud action v2.	
unexpected_source	Unexpected source error occurred while running DNS action.	
unhandled_host_cli_exception	Error encountered while attempting to run host CLI action. Check logs for additional information and contact support for assistance.	
unknown_error	Unknown error occurred while running file transfer.	
unknown_server_type	Unknown email server type. Please check your settings and try again.	
unknown_issue	Unknown error encountered while attempting to run action. Download support logs and provide to Mandiant.	
unsupported_action_macos	Cannot run ssh/scp file transfer target on MacOS.	
unsupported_app_layer	Currently only support http in requests. Please check your settings and try again.	
updating_action_result	Saving Job Action status error. Download support logs and provide to Mandiant.	

Error Code	Description	Debug Message
updating_initial_statuses	Exception during initial update of job status. Download support logs and provide to Mandiant.	
user_desktop_not_available	Unable to confirm user desktop has loaded. Please check your settings and try again.	
user_profile_login_failed	User profile login failed. Please check your settings and try again.	
v1_cloud_action_not_supported	V1 cloud action not supported.	
virtual_network_configuration_not_updated	Unable to find or match an MD5 value while trying to verify the Virtual Network configuration.	
virtual_network_configuration_verification_failed	MD5 key not found in status results while trying to verify the Virtual Network configuration.	
virtual_network_dhcp_not_running	DHCP not running while trying to verify the Virtual Network configuration.	
virtual_network_service_and_dhcp_not_running	Virtual Network Service and DHCP not running while trying to verify the Virtual Network configuration.	
virtual_network_service_not_running	Virtual Network service not running. Download support logs and provide to Mandiant.	
virtual_network_statuses_exception	Virtual Network status general exception while trying to verify the Virtual Network configuration.	
virtual_network_statuses_timeout	Virtual Network status timeout exception while trying to verify the Virtual Network configuration.	