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ZPA Session Status Codes

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Below you can find a list of ZPA session status codes that appear in the Diagnostics page.

Error Codes

Following is a list of error codes:

Session Status	Internal Reason	Description
Authentication unsuccessful	BRK_MT_AUTH_SAML_FAILURE	The user's authentication to ZPA was unsuccessful.
SAML assertion is absent	BRK_MT_AUTH_NO_SAML_ASSERTION_IN_MSG	The ZPA service rejected user's authentication request because the SAML assertion is absent in the response.

SAML assertion is too large	BRK_MT_AUTH_TWO_SAML_ASSERTION_IN_MSG	The ZPA server rejected the authentication request because the SAML assertion is too large.
Failed to process SAML response	BRK_MT_AUTH_SAML_DECODE_FAIL	The ZPA server rejected the authentication request because SAML response verification failed.
Failed to verify the fingerprint of SAML response	BRK_MT_AUTH_SAML_FINGER_PRINT_FAIL	The ZPA server rejected the authentication request because the fingerprint of the SAML response could not be verified.
User information missing in SAML response	BRK_MT_AUTH_SAML_NO_USER_ID	The ZPA server rejected the authentication request because the user's information is missing in the message.
Multiple authentication failures	BRK_MT_AUTH_ALREADY_FAILED	Authentication failed more than the configured number of times.

Authentication failed due to insufficient memory	BRK_MT_AUTH_SAML_CANNOT_ADD_ATTR_TO_HEAP	Authentication failed because of insufficient memory to process the response.
Authentication failed due to insufficient resources	BRK_MT_AUTH_SAML_CANNOT_ADD_ATTR_TO_HASH	Authentication failed because of insufficient resources to process the SAML response.
Connector: Connection request to ZEN timed out	AST_MT_SETUP_TIMEOUT_CANNOT_CONN_TO_BROKER	The Connector cannot set up a connection to ZEN.


ZEN: Connection request timed out	BRK_MT_SETUP_TIMEOUT	The ZEN is v for the conn request from Connectors times out. T might not ki which Conn going to init data connec request correspondi initial Applic request. ZEN waiting for c connection from Conne could provic to the Applic and times o waiting. The from Conne triggered in to the initial Application from ZApp. The Connector t while setting connection.
Connector: Connection request timed out	AST_MT_SETUP_TIMEOUT	

ZEN: Error communicating with CA	BRK_MT_SETUP_FAIL_CANNOT_SEND_TO_DISPATCHER	The ZEN car communica the Central, (CA). This may be beca CA is unreact the ZEN's connection CA is busy.
ZEN: Duplicate connection tag ID	BRK_MT_SETUP_FAIL_DUPLICATE_TAG_ID	The ZEN car up a data connection another dat connection same tag ID exists.
Connector: Duplicate connection tag ID	AST_MT_SETUP_ERR_DUP_MT_ID	The Connec cannot set u connection another dat connection same tag ID exists.
ZEN: Error in associating connection to Zscaler App	BRK_MT_SETUP_FAIL_BIND_TO_CLIENT_LOCAL_OWNER	The ZEN encountered error while processing a application from Zscale
ZEN: Cannot complete data connection setup	BRK_MT_SETUP_FAIL_BIND_TO_AST_LOCAL_OWNER	The ZEN encountered error when processing t connection from Zscale the Connect

ZEN: Unexpected data connection request	BRK_MT_SETUP_FAIL_BIND_RECV_IN_BAD_STATE	The ZEN rec unexpected connection from the Co for providin to the requ application.
ZEN: Cannot complete data connection setup	BRK_MT_SETUP_FAIL_CANNOT_SEND_MT_COMPLETE	The ZEN encountere error when processing t connection from Zscale the Connect
Connector: Connection request to ZEN timed out	AST_MT_SETUP_TIMEOUT_NO_ACK_TO_BIND	Connector is to setup a d connection ZEN. The Co timed out w waiting for a connection response fr ZEN.
Connector: Error in data connection to ZEN	AST_MT_SETUP_ERR_BROKER_BIND_FAIL	The Connec encountere error when s up a data connection ZEN.
Connector: Cannot open connection to Server	AST_MT_SETUP_ERR_OPEN_SERVER_CONN	The Connec encountere error when s up a data connection server.

Connector: Cannot open connection to ZEN	AST_MT_SETUP_ERR_OPEN_BROKER_CONN	The Connector encountered an error when connecting to the ZEN.
Connector: Connection request to Server timed out	AST_MT_SETUP_TIMEOUT_CANNOT_CONN_TO_SERVER	The Connector timed out while waiting for a connection from the Server.
Connector: Application not configured	AST_MT_SETUP_ERR_APP_NOT_FOUND	The Connector cannot establish a connection to the server because it cannot find the application configuration in the database.
Connector: Connection database is full	AST_MT_SETUP_ERR_HASH_TBL_FULL	The Connector cannot establish a connection to the server because the connection database is full.
Connector: Cannot setup connection to ZEN	AST_MT_SETUP_ERR_INIT_FOHH_MCONN	The Connector encountered an error when setting up a connection to the ZEN.

Connector: Error in creating ZEN- Server connection	AST_MT_SETUP_ERR_CONN_PEER	The Connector encountered an error when connecting to the server connections.
Connector: Error in non local connection	AST_MT_SETUP_ERR_BIND_GLOBAL_OWNER	The Connector processing the connection request encountered an error.
Connector: Error in local connection	AST_MT_SETUP_ERR_BIND_TO_AST_LOCAL_OWNER	The Connector processing the connection request has encountered an error.
Connector: Error processing response from ZEN	AST_MT_SETUP_ERR_BIND_ACK	The connector confirmation of the ZEN has failed.
Connector: ZEN database is full	AST_MT_SETUP_ERR_BRK_HASH_TBL_FULL	The Connector cannot set up a connection to the ZEN because the connector database is full.

ZEN: TLS session not present	MT_CLOSED_TLS_CONN_GONE	The ZEN clo application because the TLS session Zscaler App Connector is longer prese
ZEN: Internal Error	MT_CLOSED_INTERNAL_ERROR	The ZEN clo application due to an in error.
Connector: DNS resolution failed	INVALID_DOMAIN	 None of the Connectors configured f application could succe resolve the hostname. T might be be a misconfig DNS resolut failure on th Connector, c misconfigur in the DC environmen
CA: Application is not reachable	APP_NOT_REACHABLE	None of the Connectors configured f application reach the se

CA: Connector is not available	NO_CONNECTOR_AVAILABLE	The Connector for the application might not be connected to ZENs, or the Connector might not be configured for requested application.
BA: Connection to ZEN has terminated	EXPTR_FCONN_GONE	Browser Access service could not establish a connection towards ZEN user
BA: Authentication failure	EXPTR_FCONN_AUTH_FAIL	Browser Access service cannot set up a connection towards ZEN user, due to authentication failure
BA: TLS setup failed	EXPTR_MT_TLS_SETUP_FAIL	Browser Access service cannot set up a HTTPS connection to the application server due to an issue occurring during TLS setup

ZPA BA: Proxy loop detected	Proxy loop detected (Zscaler ZPA)	The Connection might be using an external DNS server to resolve the IP address of the application. The application is using an external DNS server to resolve the IP address of the application. The application is using CNAME, which causes the HTTP request to be sent back to the application, causing a loop.
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Policy Block Codes

Following is a list of policy block codes:

Transaction Status	Internal Reason	Description
Reauthentication policy blocked access	BRK_MT_SETUP_FAIL_SAML_EXPIRED	The ZPA service blocked the application request because the reauthentication policy requires the user to authenticate. This error only occurs if a user is using a Zscaler App version lower than 1.2.

Reauthentication policy blocked access	BRK_MT_SETUP_FAIL_REAUTH_EXPIRED	The ZPA service blocked the application request because the reauthentication policy requires the user to authenticate.
Application policy blocked access	BRK_MT_SETUP_FAIL_REJECTED_BY_POLICY	The ZPA service blocked the application request because the user isn't allowed to access the requested application.
Policy is not configured for access	BRK_MT_SETUP_FAIL_NO_POLICY_FOUND	The ZPA service blocked the application request because a policy isn't configured for the requested application.
Reauthentication policy closed idle connection	BRK_MT_TERMINATED_IDLE_TIMEOUT	If there is an idle timeout configured in the reauthentication policy, the ZPA service terminates an existing connection from Zscaler App when there is no activity before the idle timeout expiration.



