

**From:** [Tanisha Srivastava -X \(tanisriv\)](#)  
**To:** [Knight, Jason A CTR USARMY DFSC \(USA\)](#)  
**Cc:** [attach@cisco.com](mailto:attach@cisco.com)  
**Subject:** RE: [Non-DoD Source] SR 690019215 : U.S. Gov Network Security Requirement for VPN/Firewall Devices (UNCLASSIFIED)  
**Date:** Wednesday, September 30, 2020 5:02:47 PM

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Hi Jason,

As per the default nature of the ASA, it blocks all traffic rather than allowing all traffic when a firewall component fails (e.g., fail closed and do not forward traffic). This prevents an attacker from forcing a failure of the system in order to obtain access.

The ASA, when gets stuck due to shutdown/initialization failures, does not allow any traffic to pass through it and thus preventing your data from getting accessed by an attacker. And to prevent data loss in such situations, you should always keep your configurations backed-up with you.

Let me know if this answers your query or else please do elaborate if you have any further concerns.

#### Thanks & Regards

**Tanisha Srivastava**

**Global CX Centers - Security**

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**From:** Knight, Jason A CTR USARMY DFSC (USA) <jason.a.knight6.ctr@mail.mil>

**Sent:** 30 September 2020 22:05

**To:** Tanisha Srivastava -X (tanisriv) <tanisriv@cisco.com>

**Cc:** attach@cisco.com

**Subject:** RE: [Non-DoD Source] SR 690019215 : U.S. Gov Network Security Requirement for VPN/Firewall Devices (UNCLASSIFIED)

CLASSIFICATION: UNCLASSIFIED

Tanisha,

As for the urgency of the ticket, we need a response by two weeks at the latest.

Sincerely,

Jay Knight

Network Administrator

Information Technology Service (ITS)

Biometric Operation Division (BOD)

Defense Forensic Science Center (DFSC)

Support Contractor, I3

Office: 304-326-3071

NIPR:Jason.A.Knight6.ctr@mail.mil < Caution-mailto:Jason.A.Knight6.ctr@mail.mil >

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**From:** Tanisha Srivastava -X (tanisriv) <tanisriv@cisco.com < Caution-mailto:tanisriv@cisco.com > >

**Sent:** Wednesday, September 30, 2020 9:20 AM

**To:** Knight, Jason A CTR USARMY DFSC (USA) <jason.a.knight6.ctr@mail.mil < Caution-mailto:jason.a.knight6.ctr@mail.mil > >

**Cc:** attach@cisco.com < Caution-mailto:attach@cisco.com >

**Subject:** [Non-DoD Source] SR 690019215 : U.S. Gov Network Security Requirement for VPN/Firewall Devices

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Hi Jason,

My name is Tanisha and I have the ownership of the Service Request 690019215. I am sending this email as an initial point of contact.

**Problem Description:**

As per my understanding, you need assistance with the initialization/shutdown failures on the ASA

**Action Plan:**

As per the case notes, I can see that you are concerned about the ASA being in the secure state whenever shutdown/abort failure issues occur.

Please allow me some time to get more information on this, before I provide you any statement from Cisco. I will soon get back to you with my findings.

To help me better understand the urgency of this issue; please briefly describe the business impact of the issue.

Thank you for choosing Cisco.

When replying to this e-mail pleaseCCattach@cisco.com < Caution-mailto:CCattach@cisco.com > < Caution-Caution-mailto:attach@cisco.com > with the Service request number in the subject, this will allow your e-mail to be documented in the case automatically.

You've chosen e-mail as your preferred mode of contact, however, let me know if you would like me to call you as well.

**Thanks & Regards**

**Tanisha Srivastava**

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**Working hours: 8:00 AM - 5:00 PM EST**

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CLASSIFICATION: UNCLASSIFIED