



## Error and Event Messages

This appendix lists the CLI error and event messages. [Table D-1](#) lists the errors and events and provides an explanation and recommended action for each message.

**Table D-1 Error and Event Messages**

Message	Explanation	Recommended Action
<b>Software Auto Upgrade Messages</b>		
SW_AUTO_UPGRADE-FATAL: Attempt to upgrade software failed, software on Flash may be deleted. Please copy software into Flash.	Auto upgrade of the software failed. The software on the Flash memory might have been deleted. Copy software into the Flash memory.	Copy software before rebooting the unit.
SW_AUTO_UPGRADE-7-FAILURE: dhcp_client_start_stop failed	Auto upgrade of the software failed due to error in starting/stopping DHCP client process.	Copy the error message exactly as it appears and report it to your technical support representative.
SW_AUTO_UPGRADE-7-FAILURE: Failed to obtain ip addr from dhcp server	Auto upgrade of the software failed.	Copy the error message exactly as it appears and report it to your technical support representative.
SW_AUTO_UPGRADE-7-FAILURE: boot_file_pathent creation failed	Auto upgrade of the software failed due to error in creation of pathent (internal data structure).	Copy the error message exactly as it appears and report it to your technical support representative.
AUTO-INSTALL-6_STATUS: The radio is operating in the install mode	The radio is operating in automatic install mode.	Use the <b>station-role</b> configuration interface command to configure the radio for a role other than install mode.
<b>Association Management Messages</b>		
DOT11-2-RADIO_HW_RESET: Radio subsystem is under going hardware reset to recover from problem	Radio must be reset due to problem.	None.
DOT11-3-BADSTATE: [mac-address] [chars] [chars] -> [chars]	802.11 Association and management uses a table-driven state machine to keep track and transition an Association through various states. A state transition occurs when an Association receives one of many possible events. When this error occurs, it means that an Association received an event that it did not expect while in this state.	The system can continue but may lose the Association that generates this error. Copy the message exactly as it appears and report it to your technical service representative.

Table D-1 Error and Event Messages (continued)

Message	Explanation	Recommended Action
DOT11-3-RADIO_OVER_TEMPERATURE: Interface [interface] Radio over temperature	The access point/bridge detected that the unit has exceeded the radio operating temperature.	Investigate and take steps to cool the unit.
DOT11-3-RADIO_IF_LO: Interface [interface] Radio cannot lock IF freq	The unit cannot lock the intermediate frequency.	None.
DOT11-3-RADIO_RF_LO: Interface [interface] Radio cannot lock RF freq	The unit cannot lock the radio frequency.	None.
DOT11-3-RF_LOOPBACK_FAILURE: Interface [interface] Radio failed to pass RF loopback test	Radio loopback test failed at startup time.	None.
DOT11-3-TX_PWR_OUT_OF_RANGE: Interface [interface] Radio Tx power control out of range	The unit has detected that the radio transmit power cannot be locked within the operating range.	None.
DOT11-4-MAXERTRIES: Packet to client [mac] reached max retries, remove the client	A packet sent to the client has not been successfully delivered many times, and the max retries limit has been reached. The client is deleted from the association table.	None.
DOT11-6-ASSOC: Interface [interface], Station [char] [mac] Associated	A station associated to an access point/bridge.	None.
DOT11-6-ADD: Interface [interface], Station [mac] Associated to Parent [mac]	A station associated to an access point/bridge.	None.
DOT11-6-DISASSOC: Interface [interface], Deauthenticating Station [mac] [char]	A station disassociated from an access point/bridge.	None.
DOT11-6-ROAMED: Station [mac-address] Roamed to [mac-address]	A station has roamed to a new access point/bridge.	None.
<b>Unzip Messages</b>		
SOAP-4-UNZIP_OVERFLOW: Failed to unzip Flash:/c1200-k9w7-mx.122-3.6.JA1/html/level15/ap_xxx.htm.gz, exceeds maximum uncompressed html size	The HTTP server cannot retrieve a compressed file in response to an HTTP GET request because the size of the file is too large for the buffers used in the uncompression process.	Make sure file is a valid HTML page. If so, you'll have to copy an uncompressed version of the file into Flash to retrieve it through HTTP.
<b>802.11 Subsystem Messages</b>		
DOT11-6-FREQ_INUSE: Radio frequency [int] is in use	When scanning for an unused frequency, the unit recognized another radio using the displayed frequency.	None.
DOT11-6-FREQ_USED: Radio frequency [int] selected	After scanning for an unused frequency, the unit selected the displayed frequency.	None.
DOT11-4-VERSION_MISMATCH: Require radio version [hex].[int], found version [hex].[int]	When starting the radio, the wrong firmware version was found. The radio will be loaded with the required version.	None.

Table D-1 Error and Event Messages (continued)

Message	Explanation	Recommended Action
DOT11-2-VERSION_INVALID: Unable to find required radio version [hex].[int]	When trying to re-flash the radio firmware, the access point/bridge recognized that the radio firmware packaged with the IOS firmware had the incorrect version.	None.
DOT11-4-NO_SSID: No SSIDs configured, radio not started	All SSIDs were deleted from the configuration. At least one must be configured for the radio to run.	Configure at least one SSID on the access point/bridge.
DOT11-4-FLASHING_RADIO: Flashing the radio firmware ([chars])	The radio has been stopped to load new firmware.	None.
DOT11-2-NO_FIRMWARE: No radio firmware file ([chars]) was found	When trying to Flash new firmware into the radio, the file for the radio was not found in the Flash file system.	The wrong image has been loaded into the unit. Locate the correct image based on the type of radio used.
DOT11-2-BAD_FIRMWARE: Radio firmware file ([chars]) is invalid	When trying to Flash new firmware into the radio, the file was found to be invalid.	Put the correct firmware image file in the place where the unit is looking.
DOT11-4-FLASH_RADIO_DONE: Flashing the radio firmware completed	The radio firmware Flash is complete, and the radio will be restarted with the new firmware.	None.
DOT11-4-LINK_DOWN: Radio parent lost: [chars]	The connection to the parent access point/bridge was lost for the displayed reason. The unit will try to find a new parent access point/bridge.	None.
DOT11-4-CANT_ASSOC: Cannot associate: [chars]	The unit could not establish a connection to a parent access point/bridge for the displayed reason.	Check the configuration of both the parent access point/bridge and this unit to make sure the basic settings (SSID, WEP, and others) match.
<b>Inter-Bridge Protocol Messages</b>		
DOT11-6-ROAMED: Station [mac-address] Roamed to [mac-address]	A station has roamed to a new bridge.	None.
DOT11-6-STANDBY_ACTIVE: Standby to Active, Reason = [chars] ([int])	The bridge is transitioning from standby mode to active mode.	None.
DOT11-6-ROGUE_AP: Rogue AP [mac-address] reported. Reason: [chars]	A station has reported a potential rogue bridge for the stated reason.	None.
SCHED-3-UNEXPECTEDMESSAGE: Unknown message [hex] received (ptr arg [hex], num arg [hex]).	A process can register to be notified when various events occur in the router. This message indicates that a process received a message from another process that it does not know how to handle.	Copy the error message exactly as it appears, and report it to your technical support representative.
SCHED-3-UNEXPECTEDEVENT: Process received unknown event (maj [hex], min [hex]).	A process can register to be notified when various events occur in the router. This message indicates that a process received an event that it did not know how to handle.	Copy the error message exactly as it appears, and report it to your technical support representative.

**Table D-1 Error and Event Messages (continued)**

<b>Message</b>	<b>Explanation</b>	<b>Recommended Action</b>
<b>Miscellaneous Messages</b>		
WGB_CLIENT_VLAN: Workgroup Bridge Ethernet client VLAN not configured.	A VLAN configuration is missing for client devices connected to a workgroup bridge.	Use the workgroup-bridge client-vlan command to assign a VLAN to Ethernet client devices connected to the workgroup bridge.
UNDER_VOLTAGE: Under voltage condition detected.	The hardware under voltage detection logic has reported a low voltage condition.	Check the power supply and associated power connections.