



Error and Event Messages

This appendix lists the CLI error and event messages.

Software Auto Upgrade Messages

Error Message `SW_AUTO_UPGRADE-FATAL: Attempt to upgrade software failed, software on Flash may be deleted. Please copy software into Flash.`

Explanation Auto upgrade of the software failed. The software on the Flash memory might have been deleted. Copy software into the Flash memory.

Recommended Action Copy software before rebooting the unit.

Error Message `SW_AUTO_UPGRADE-7-FAILURE: dhcp_client_start_stop failed`

Explanation Auto upgrade of the software failed due to error in starting/stopping DHCP client process.

Recommended Action Copy the error message exactly as it appears and report it to your technical support representative.

Error Message `SW_AUTO_UPGRADE-7-FAILURE: Failed to obtain ip addr from dhcp server`

Explanation Auto upgrade of the software failed.

Recommended Action Copy the error message exactly as it appears and report it to your technical support representative.

Error Message `SW_AUTO_UPGRADE-7-FAILURE: boot_file_pathent creation failed`

Explanation Auto upgrade of the software failed due to error in creation of pathent (internal data structure).

Recommended Action Copy the error message exactly as it appears and report it to your technical support representative.

Error Message AUTO-INSTALL-6_STATUS: "%s" %s. RSSI=-%d dBm.: The radio is operating in install mode."

Explanation The radio is operating in automatic install mode.

Recommended Action Use the **station-role** configuration interface command to configure the radio for a role other than install mode.

Association Management Messages

Error Message DOT11-3-BADSTATE: [mac-address] [chars] [chars] -> [chars]

Explanation 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.

Recommended Action 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.

Error Message DOT11-6-ASSOC: Interface [interface], Station [char] [mac] Associated

Explanation A station associated to an access point.

Recommended Action None.

Error Message DOT11-6-ADD: Interface [interface], Station [mac] Associated to Parent [mac]

Explanation A station associated to an access point.

Recommended Action None.

Error Message DOT11-6-DISASSOC: Interface [interface], Deauthenticating Station [mac] [char]

Explanation A station disassociated from an access point.

Recommended Action None.

Error Message DOT11-6-ROAMED: Station [mac-address] Roamed to [mac-address]

Explanation A station roamed to a new access point.

Recommended Action None.

Unzip Messages

Error Message 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

Explanation 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.

Recommended Action 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.

802.11 Subsystem Messages

Error Message DOT11-6-FREQ_INUSE: Radio frequency [int] is in use

Explanation When scanning for an unused frequency, the unit recognized another radio using the displayed frequency.

Recommended Action None.

Error Message DOT11-6-FREQ_USED: Radio frequency [int] selected

Explanation After scanning for an unused frequency, the unit selected the displayed frequency.

Recommended Action None.

Error Message DOT11-4-NO_VALID_INFRA_SSID: Interface [interface] no valid
infrastructure SSID configured, radio not started

Explanation For the access point to function as a repeater, at least one active SSID must be designated as an infrastructure SSID.

Recommended Action Add at least one infrastructure SSID to the radio configuration.

Error Message DOT11-4-VERSION_MISMATCH: Require radio version [hex].[int], found
version [hex].[int]

Explanation When starting the radio, the access point found the wrong firmware version. The radio will be loaded with the required version.

Recommended Action None.

Error Message DOT11-4-VERSION_UPGRADE: Interface [number], upgrading radio firmware

Explanation When starting the radio, the access point found the wrong firmware version. The radio will be loaded with the required version.

Recommended Action None.

Error Message DOT11-2-VERSION_INVALID: Unable to find required radio version [hex].[int]

Explanation When trying to re-flash the radio firmware, the access point recognized that the radio firmware packaged with the Cisco IOS software had the incorrect version.

Recommended Action None.

Error Message DOT11-4-NO_SSID: No SSIDs configured, radio not started

Explanation All SSIDs were deleted from the configuration. At least one must be configured for the radio to run.

Recommended Action Configure at least one SSID on the access point.

Error Message DOT11-4-FLASHING_RADIO: Flashing the radio firmware ([chars])

Explanation The radio has been stopped to load new firmware.

Recommended Action None.

Error Message DOT11-4-LOADING_RADIO: Interface [interface] loading the radio firmware ([chars])

Explanation The radio has been stopped to load new firmware.

Recommended Action None.

Error Message DOT11-2-NO_FIRMWARE: No radio firmware file ([chars]) was found

Explanation When trying to Flash new firmware into the radio, the file for the radio was not found in the Flash file system.

Recommended Action The wrong image has been loaded into the unit. Locate the correct image based on the type of radio used.

Error Message DOT11-2-BAD_FIRMWARE: Radio firmware file ([chars]) is invalid

Explanation When trying to Flash new firmware into the radio, the file was found to be invalid.

Recommended Action Put the correct firmware image file in the place where the unit is looking.

Error Message DOT11-2-RADIO_FAILED: Interface [interface] failed - [chars]

Explanation The radio driver found a severe error and is shutting down.

Recommended Action None.

Error Message DOT11-4-FLASH_RADIO_DONE: Flashing the radio firmware completed

Explanation The radio firmware Flash is complete, and the radio will be restarted with the new firmware.

Recommended Action None.

Error Message DOT11-4-LINK_DOWN: Radio parent lost: [chars]

Explanation The connection to the parent access point was lost for the displayed reason. The unit will try to find a new parent access point.

Recommended Action None.

Error Message DOT11-4-CANT_ASSOC: Cannot associate: [chars]

Explanation The unit could not establish a connection to a parent access point for the displayed reason.

Recommended Action Verify that the basic configuration settings (SSID, WEP, and others) of the parent access point and this unit match.

Error Message DOT11-4-MAXRETRIES: Packet to client [mac] reached max retries, remove the client

Explanation 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.

Recommended Action None.

Error Message DOT11-4-BRIDGE_LOOP: Bridge loop detected between WGB [mac-address] and device [mac-address]

Explanation A workgroup bridge reported the address of one of its Ethernet clients and the access point already had that address marked as being somewhere else on the network.

Recommended Action Click **Refresh** on the Associations page on the access point GUI, or enter the clear **dot11 statistics** command on the CLI.

Error Message DOT11-4-ANTENNA_INVALID: Interface Dot11Radio1, current antenna position not supported, radio disabled

Explanation The AIR-RM21A radio module does not support the high-gain position for the external antenna (the high-gain position is folded flat against the access point). The access point automatically disables the radio when the antenna is in the high-gain position.

Recommended Action Fold the antenna on the AIR-RM21A radio module so that it is oriented 90 degrees to the body of the access point.

Error Message DOT11-3-RF_LOOPBACK_FAILURE: Interface [number] Radio failed to pass RF loopback test

Explanation Radio loopback test failed for a radio interface.

Recommended Action None.

Error Message DOT11-3-RF_LOOPBACK__FREQ_FAILURE: Radio failed to pass RF loopback test at freq [frequency]

Explanation Radio loopback test failed at a given frequency.

Recommended Action None.

Error Message DOT11-AUTH_FAILED: Station [mac-address] authentication failed

Explanation The station failed authentication.

Recommended Action Verify that the user entered the correct username and password, and check that the authentication server is online.

Error Message DOT11-CCKM_AUTH_FAILED: Station [mac-address] CCKM authentication failed

Explanation The station failed CCKM authentication.

Recommended Action Verify that the topology of the access points configured to use the WDS access point is functional.

Error Message DOT11-TKIP_MIC_FAILURE: TKIP Michael MIC failure was detected on a packet (TSC=0x0) received from [mac-address]

Explanation TKIP Michael MIC failure was detected on a unicast frame decrypted locally with the pairwise key.

Recommended Action A failure of the Michael MIC in a packet usually indicates an active attack on your network. Search for and remove potential rogue devices from your wireless LAN.

Error Message DOT11-TKIP_MIC_FAILURE_REPORT: Received TKIP Michael MIC failure report from the station [mac-address] on the packet (TSC=0x0) encrypted and protected by [key] key

Explanation The access point received an EAPOL-key from a station notifying the access point that TKIP Michael MIC failed on a packet transmitted by this access point.

Recommended Action None.

Error Message DOT11-TKIP_MIC_FAILURE_REPEATED: Two TKIP Michael MIC failures were detected within [number] seconds on [interface] interface. The interface will be put on MIC failure hold state for next [number] seconds

Explanation Because MIC failures usually indicate an active attack on your network, the interface will be put on hold for the configured time. During this hold time, stations using TKIP ciphers are disassociated and cannot reassociate until the hold time ends. At the end of the hold time, the interface operates normally.

Recommended Action Michael MIC failures usually indicate an active attack on your network. Search for and remove potential rogue devices from your wireless LAN. If this is a false alarm and the interface should not be on hold this long, use the **countermeasure tkip hold-time** command to adjust the hold time.

Error Message Multicast received for AP sa [mac-address], da [mac-address], ra cbc.b.cbc.ta [mac-address]

Explanation The access point received a direct broadcast/multicast frame in which the dot11 MAC header's RA address field is a broadcast/multicast address.

Recommended Action None. However, if your access point displays this message frequently, capture these frames with a sniffer for further analysis.

Inter-Access Point Protocol Messages

Error Message DOT11-6-ROAMED: Station [mac-address] Roamed to [mac-address]

Explanation A station has roamed to a new access point.

Recommended Action None.

Error Message DOT11-6-STANDBY_ACTIVE: Standby to Active, Reason = [chars] ([int])

Explanation The access point is transitioning from standby mode to active mode.

Recommended Action None.

Error Message DOT11-6-ROGUE_AP: Rogue AP [mac-address] reported. Reason: [chars]

Explanation A station has reported a potential rogue access point for the stated reason.

Recommended Action None.

Error Message SCHED-3-UNEXPECTEDMESSAGE: Unknown message [hex] received (ptr arg [hex], num arg [hex]).

Explanation 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.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message SCHED-3-UNEXPECTEDEVENT: Process received unknown event (maj [hex], min [hex]).

Explanation 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.

Recommended Action Copy the error message exactly as it appears, and report it to your technical support representative.

Error Message DOT11-STANDBY-REQUEST: Hotstandby request to shut down radios from [mac-address]

Explanation A standby access point has requested this access point to shut down its radio interfaces because a failure has been detected on one of this access point's radio interfaces.

Recommended Action None.

Radio Diagnostic Messages

Error Message DOT11-RM-INCAPABLE: Interface [interface]

Explanation This interface has been requested to send a radio management request, but this interface does not support radio management.

Recommended Action None.

Error Message DOT11-RM-INCORRECT-INTERFACE: Invalid interface, either not existing or non-radio

Explanation This interface has been requested to send a radio management request, but this interface either does not exist or is not a radio interface.

Recommended Action None.

Local Authenticator Messages

Error Message RADSRV-4-NAS_UNKNOWN: Unknown authenticator: [ip-address]

Explanation The local RADIUS server received an authentication request but does not recognize the IP address of the network access server (NAS) that forwarded the request.

Recommended Action Make sure that every access point on your wireless LAN is configured as a NAS on your local RADIUS server.

