



## Error and Event Messages

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This appendix lists the CLI error and event messages.

### Software Auto Upgrade Messages

**Error Message** `AUTO_INSTALL_STATION_ROLE`

**Explanation** The radio is operating in automatic installation mode.

**Recommended Action** Use the `station-role` command to change the role in radio network setting for the radio.

**Error Message** `AUTO_INSTALL_STATUS`

**Explanation** The radio is operating in automatic installation mode.

**Recommended Action** Use the `station-role` command to change the role in radio network setting for the radio.

**Error Message** `AUTO_INSTALL_IP_ADDRESS_DHCP: IP address dhcp selected`

**Explanation** The radio is operating in automatic installation mode and obtained an IP address from a DHCP server.

**Recommended Action** Use the `station-role` command to change the role in radio network setting for the radio.

**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.

## Association Management Messages

**Error Message** DOT11-2-RADIO\_HW\_RESET: Radio subsystem is under going hardware reset to recover from problem

**Explanation** Radio must be reset due to problem.

**Recommended Action** None.

**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** DOT11-3-RADIO\_OVER\_TEMPERATURE: Interface [interface] Radio over temperature

**Explanation** The bridge detected that the unit has exceeded the radio operating temperature.

**Recommended Action** Investigate and take steps to cool the unit.

**Error Message** DOT11-3-RADIO\_IF\_LO: Interface [interface] Radio cannot lock IF freq

**Explanation** The unit cannot lock the intermediate frequency.

**Recommended Action** None.

**Error Message** DOT11-3-RADIO\_RF\_LO: Interface [interface] Radio cannot lock RF freq

**Explanation** The unit cannot lock the radio frequency.

**Recommended Action** None.

**Error Message** DOT11-3-RF\_LOOPBACK\_FAILURE: Interface [interface] Radio failed to pass RF loopback test

**Explanation** Radio loopback test failed at startup time.

**Recommended Action** None.

**Error Message** DOT11-3-TX\_PWR\_OUT\_OF\_RANGE: Interface [interface] Radio Tx power control out of range

**Explanation** The unit has detected that the radio transmit power cannot be locked within the operating range.

**Recommended Action** None.

**Error Message** DOT11-4-MAXERTRIES: 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** DOT11-6-ASSOC: Interface [interface], Station [char] [mac] Associated

**Explanation** A station associated to a bridge.

**Recommended Action** None.

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

**Explanation** A station associated to a bridge.

**Recommended Action** None.

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

**Explanation** A station disassociated from a bridge.

**Recommended Action** None.

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

**Explanation** A station has roamed to a new bridge.

**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-VERSION\_MISMATCH: Require radio version [hex].[int], found version [hex].[int]

**Explanation** When starting the radio, the wrong firmware version was found. 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 bridge recognized that the radio firmware packaged with the IOS firmware 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 bridge.

**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** DOT11-2-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** DOT11-4-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 bridge was lost for the displayed reason. The unit will try to find a new parent bridge.

**Recommended Action** None.

**Error Message** DOT11-4-CANT\_ASSOC: Cannot associate: [chars]

**Explanation** The unit could not establish a connection to a parent bridge for the displayed reason.

**Recommended Action** Check the configuration of both the parent bridge and this unit to make sure the basic settings (SSID, WEP, and others) match.

## Inter-Bridge Protocol Messages

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

**Explanation** A station has roamed to a new bridge.

**Recommended Action** None.

**Error Message** DOT11-6-STANDBY\_ACTIVE: Standby to Active, Reason = [chars] ([int])

**Explanation** The bridge 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 bridge 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.

