



## CHAPTER 3

# System Messages

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## AAA Messages

This section contains authentication, authorization, and accounting (AAA) messages.

**Error Message** %AAA-5-AAA\_AUTH\_ADMIN\_USER: Authentication [chars] for admin user '[chars]'

**Explanation** Authentication for an admin user.

**Recommended Action** No action is required.

**Error Message** %AAA-5-AAA\_AUTH\_NETWORK\_USER: Authentication [chars] for network user '[chars]'

**Explanation** Authentication for a network user.

**Recommended Action** No action is required.

**Error Message** %AAA-4-ATTRIBUTE\_LEN\_EXCEED: ACL Name too long : [chars]

**Explanation** ACL Name too long.

**Recommended Action** No action is required.

**Error Message** %AAA-4-AVP\_CORRUPT: [dec]th AVP is corrupted. RADIUS msgtype=[dec]. Prev AVP=[dec] len=[dec] offset=[dec] numAVPs=[dec]..

**Explanation** An AVP is corrupted.

**Recommended Action** No action is required.

**Error Message** %AAA-4-COMPUTE\_AVP\_SIZE\_FAILED: Received bad AVP :[address] , Value Ptr =[address], Value Len=[dec].

**Explanation** Received bad AVP.

**Recommended Action** No action is required.

**Error Message** %AAA-3-CONSTRUCT\_UDP\_RCV\_SOCKET\_FAILED: Could not construct UDP RCV socket. [chars]. ([dec]:[chars])

**Explanation** Could not construct UDP RCV socket.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-4-COPY\_AVP\_BLOCK\_FAILED: Could not copy AVPs to block. [chars]

**Explanation** Could not copy AVP to block.

**Recommended Action** No action is required.

**Error Message** %AAA-6-CREATE\_AVL\_TREE: Creating AVL tree with [dec] entries

**Explanation** Creating AVL tree with entries.

**Recommended Action** No action is required.

**Error Message** %AAA-6-CREATE\_CONFIG\_FILE: Creating default aaaFile.cfg

**Explanation** Creating default an entity on local database.

**Recommended Action** No action is required.

**Error Message** %AAA-4-CREATE\_RADIUS\_MES\_FAILED: Could not create RADIUS message. [chars]. numAVPs:[dec].

**Explanation** Could not create RADIUS message.

**Recommended Action** No action is required.

**Error Message** %AAA-3-CREATE\_USR\_TREE\_FAILED: Could not create user AVL tree.  
Reason: [chars].

**Explanation** Could not create user AVL tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-6-DB\_ADD\_BLACKLIST\_USR: Adding blacklist user '[chars]' to AAA database.

**Explanation** Adding a blacklist user to AAA database.

**Recommended Action** No action is required.

**Error Message** %AAA-6-DB\_ADD\_USER: Adding user '[chars]' to AAA database.

**Explanation** Adding an user to AAA database.

**Recommended Action** No action is required.

**Error Message** %AAA-3-DB\_INIT\_FAILED: Error [dec] initializing database module [chars].

**Explanation** Error initializing database module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-DB\_MODULE\_INIT\_FAILED: Could not initialize module [chars].  
[chars].

**Explanation** Could not initialize a module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-DB\_RECORD\_ADD\_FAILED: Could not add record to database. [chars].

**Explanation** Could not add record to database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-6-DELETE\_CLIENT\_ACCOUNT\_DELETED: Delete client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]because user account ([chars]) has been deleted.

**Explanation** The specified client was deleted because the user account was deleted.

**Recommended Action** No action is required.

**Error Message** %AAA-6-DELETE\_CLIENT\_GUEST\_ACCOUNT\_EXPIRE: Delete client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]because guest user account ([chars]) is expired

**Explanation** Delete client because guest user account expired

**Recommended Action** No action is required.

**Error Message** %AAA-3-EAPMETHOD\_ADD\_FAILED: Unable to add method '[chars]' to EAP profile for user '[chars]'. [chars].

**Explanation** Unable to add a method to EAP profile for a particular user.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-EAPPROF\_ADD\_FAILED: Unable to add EAP profile for user '[chars]'. [chars].

**Explanation** Unable to add EAP profile for a particular user.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-FREELIST\_ADD\_FAILED: Unable to add to free list. [chars].

**Explanation** Unable to add to free list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-FREELIST\_DEL\_FAILED: Unable to delete to free list. [chars].

**Explanation** Unable to delete to free list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-6-FUNC\_RUNNING: Running [chars]...

**Explanation** Running.

**Recommended Action** No action is required.

**Error Message** %AAA-3-GET\_GUEST\_START\_TIME\_FAILED: Could not get start time for guest user record. [chars].

**Explanation** Could not get start time for a guest user record.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-4-GET\_RADIUS\_PROXYSTATE\_FAILED: Could not get proxy state. [chars].

**Explanation** Could not get proxy state.

**Recommended Action** No action is required.

**Error Message** %AAA-6-GUEST\_ACCOUNT\_CREATE: Guest user account ([chars]) is created with lifetime ([dec]).

**Explanation** Guest user account created

**Recommended Action** No action is required.

**Error Message** %AAA-6-GUEST\_ACCOUNT\_EXPIRE: Guest user account ([chars]) is expired

**Explanation** Guest user account expired

**Recommended Action** No action is required.

**Error Message** %AAA-4-GUESTACCT\_TIMERSET\_FAILED: Unable to set timer for guest accounts. [chars].

**Explanation** Unable to set timer for guest accounts.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-4-GUESTUSER\_DEL\_FAILED: Unable to delete the user '[chars]'. [chars].

**Explanation** Unable to delete a particular user from database.

**Recommended Action** No action is required.

**Error Message** %AAA-4-INVALID\_AUTHENTICATOR: Unable to verify RADIUS message authenticator for mobile[hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars]

**Explanation** Invalid RADIUS message authenticator for mobile.

**Recommended Action** No action is required.

**Error Message** %AAA-4-INVALID\_AUTH\_REQ\_TYPE: Invalid RADIUS authentication type [int] in AAA request

**Explanation** Invalid RADIUS authentication type in AAA request

**Recommended Action** No action is required.

**Error Message** %AAA-4-INVALID\_DATA\_STRUCT: Could not validate the data structure - [chars].

**Explanation** Could not validate a data structure.

**Recommended Action** No action is required.

**Error Message** %AAA-4-INVALID\_MESSAGE\_AUTHENTICATOR: Invalid message authenticator received in [chars] from[dec].[dec].[dec].[dec]

**Explanation** Invalid message authenticator received.

**Recommended Action** No action is required.

**Error Message** %AAA-4-INVALID\_RADIUS\_PKT\_SIZE: RADIUS packet too small.

**Explanation** RADIUS packet is less than its minimum size.

**Recommended Action** No action is required.

**Error Message** %AAA-3-INVALID\_REQUEST: Invalid AAA request. [chars]

**Explanation** AAA request with null or invalid payload

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-4-INVALID\_REQUEST\_TYPE: Received an invalid request type. ([hex]).

**Explanation** Received an invalid request type. Not AAA or accounting.

**Recommended Action** No action is required.

**Error Message** %AAA-3-LDAP\_CONNECT\_SERVER\_FAILED: LDAP DB Task [[dec]]: Connect to server failed (retry [dec]), rc= [dec] ([chars])

**Explanation** LDAP DB Task connect to server failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-LDAP\_COPY\_ATTR\_FAILED: Could not copy attributes returned by LDAP server. [chars]. Max AVPs: [int]. Max Ints: [dec].

**Explanation** Could not copy attributes returned by LDAP server.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-4-LDAPMSG\_SEND\_FAILED: Could not send a message to LDAP task. [chars].

**Explanation** Could not send a message to LDAP task.

**Recommended Action** No action is required.

**Error Message** %AAA-3-LDAP\_TASK\_FAILED: The main LDAP task failed. [chars]. Index: [dec]. Type: [dec].

**Explanation** The main LDAP task failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-LDAP\_TIMER\_CALLBACK\_FAILED: Could not perform timer callback. [chars].

**Explanation** Could not perform timer callback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-LIFETIME\_SET\_FAILED: Unable to reset the lifetime of [chars] account [chars] in localdatabase.

**Explanation** Unable to reset the lifetime of an account in localdatabase.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-4-LIFETIME\_VALUE\_CORRUPT: Corrupted value of lifetime for guest user [chars].

**Recommended Action** Corrupted value of lifetime for a guest user.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-MEM\_ALLOC\_FAILED: Error allocating [dec] bytes on stack for message. Aborting..

**Explanation** Error allocating memory off stack for message. Aborting.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-4-MESSAGE\_TYPE\_UNKNOWN: Unable to send AAA request, Unknown message type :[dec]

**Explanation** Unable to send AAA request, Unknown message type.

**Recommended Action** No action is required.

**Error Message** %AAA-4-MSCB\_NOT\_FOUND: Unable to find Mobile Station Entry for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] .

**Explanation** Unable to find Mobile Station Entry.

**Recommended Action** No action is required.

**Error Message** %AAA-4-MSG\_RECV\_FAILED: Failed to receive an incoming message. Error = [dec]:[chars].

**Explanation** Failed to receive an incoming message.

**Recommended Action** No action is required.

**Error Message** %AAA-4-PROCESS\_ACC\_FAILED: Could not process accounting type [hex]. [chars].

**Explanation** Could not process an accounting type.

**Recommended Action** No action is required.

**Error Message** %AAA-4-PROC\_PROXY\_REQ\_FAILED: Could not process proxy request. [chars]. RADIUSLength=[dec] , Transport Len =[dec], Message code=[dec].

**Explanation** Could not process proxy request.

**Recommended Action** No action is required.

**Error Message** %AAA-4-PROC\_PROXY\_RESP\_FAILED: Could not process a proxy RADIUS response. [chars]. RADIUS Length=[dec], Transport Length=[dec], Message Code=[dec].

**Explanation** Could not process RADIUS response.

**Recommended Action** No action is required.

**Error Message** %AAA-4-PROC\_RADIUS\_RESP\_FAILED: Could not process RADIUS response. [chars]. ResponseLength: [dec], Server: [dec].[dec].[dec].[dec] , ID:[dec] , Mobile: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Could not process RADIUS response.

**Recommended Action** No action is required.

**Error Message** %AAA-3-PROXY\_REQ\_VALID\_CRED\_FAILED: Could not validate proxied request credentials. [chars].STA: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Could not validate proxied request credentials.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-4-RADACCTSRVR\_STATESET\_FAILED: Unable to set state of RADIUS accounting server [dec] to [dec]. [chars].

**Explanation** Unable to set the state of a particular RADIUS accounting server.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RADAUTHSRVR\_STATESET\_FAILED: Unable to set state of RADIUS authentication server [dec] to [dec]. [chars].

**Explanation** Unable to set the state of a particular RADIUS authentication server.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RADCLIENT\_NOT\_FOUND: RADIUS client [int].[int].[int].[int] not found in client list.

**Explanation** A RADIUS client is not found in client list.

**Recommended Action** No action is required.

**Error Message** %AAA-6-RADIUS\_IN\_GLOBAL\_LIST: RADIUS server [int].[int].[int].[int]:[int] [chars] in global list

**Explanation** RADIUS server in global list.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RADIUSMSG\_SEND\_FAILED: Unable to send RADIUS message to [chars] ([int].[int].[int].[int]):[int] (MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]). Reason : [chars].

**Explanation** Unable to send RADIUS message to a specific host.

**Recommended Action** No action is required.

**Error Message** %AAA-6-RADIUS\_ON\_WLAN: RADIUS server [int].[int].[int].[int]:[int] [chars] on WLAN [int]

**Explanation** RADIUS server on WLAN.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RADIUS\_RESPONSE\_FAILED: RADIUS server [int].[int].[int].[int]:[int] failed to respond to request(ID [int]) for STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex] / user '[chars]'

**Explanation** RADIUS server failed to respond to request for STA.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RADIUS\_RES\_TRUNC: Truncating RADIUS response from server at AVP code [dec] for message [dec]

**Explanation** Truncating RADIUS response from server at AVP code for a message.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RADSERVER\_NOT\_FOUND: Could not find appropriate RADIUS server for WLAN [dec] - [chars]

**Explanation** Client authentication failed because a valid RADIUS server could not be found to service the request.

**Recommended Action** Verify RADIUS server configuration and connectivity.

**Error Message** %AAA-4-RCV\_FROM\_UNKNOWN\_SERVER: Received a [chars] from unknown server [int].[int].[int].[int]:[int]

**Explanation** Received a msg from unknown server.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RCV\_FROM\_WRONG\_PRT: RADIUS msg received from wrong switchport, [dec], dropping

**Explanation** RADIUS msg received from wrong switchport, dropping it.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RCV\_PKT\_TO\_RFC3576\_PRT\_FAILED: Received an unexpected [chars] from [dec].[dec].[dec].[dec]

**Explanation** Received an unexpected msg.

**Recommended Action** No action is required.

**Error Message** %AAA-4-REBUILD\_DEFAULT\_CONFIG: Rebuilding the default configuration for '[chars]'

**Explanation** Rebuilding the default configuration.

**Recommended Action** No action is required.

**Error Message** %AAA-6-RECREATE\_ADMIN\_LOGIN: Recreating admin login.

**Explanation** Recreating default admin login.

**Recommended Action** No action is required.

**Error Message** %AAA-6-RECREATE\_ADMIN\_USR: Recreated the admin user.

**Explanation** Recreated the admin user on local database.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RFC3576\_REXMT\_FAILED: Could not retransmit RFC-3576 message to [int].[int].[int].[int]:[int]. [chars].

**Explanation** Could not retransmit RFC-3576 message to a particular host.

**Recommended Action** No action is required.

**Error Message** %AAA-3-RFC\_SOCKET\_ERROR: RFC3576 socket error [dec] on socket [dec]

**Explanation** RFC3576 socket error on a socket.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-4-SEND\_AAA\_RESPONSE\_FAILED: Could not send AAA response. [chars].

**Explanation** Could not send AAA response.

**Recommended Action** No action is required.

**Error Message** %AAA-4-SEND\_RFC\_RESPONSE\_FAILED: Could not send RFC-3576 response. [chars].

**Explanation** Could not send RFC-3576 response.

**Recommended Action** No action is required.

**Error Message** %AAA-4-SEND\_TPLUS\_MES\_FAILED: Could not send TACACS+ message. [chars]. ([dec]:[chars]).

**Explanation** Could not send TACACS+ message.

**Recommended Action** No action is required.

**Error Message** %AAA-4-SET\_SERVER\_FAILED: Could not set RADIUS server. [chars].

**Explanation** Could not set RADIUS server.

**Recommended Action** No action is required.

**Error Message** %AAA-4-SUPPLY\_UNAME\_PASS: Username & password must be supplied. User : [address], Pass: [address].

**Explanation** Username & password must be supplied.

**Recommended Action** No action is required.

**Error Message** %AAA-5-SYN\_CALLBACK\_FAILED: AAA Sync.Callback failed. [chars].

**Explanation** AAA Sync.Callback failed.

**Recommended Action** No action is required.

**Error Message** %AAA-3-TEST\_NULL\_FAILED: Unable to allocate memory off the stack.

**Explanation** Unable to allocate memory off the stack for testing null attributes.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** %AAA-4-TPLUS\_SERVER\_NOT\_FOUND: TACACS+ server not found. [chars]

**Explanation** TACACS+ server not found

**Recommended Action** No action is required.

**Error Message** %AAA-4-TPLUS\_SWITCHOVER\_FAILED: TACACS+ server switchover failed. Current server is [dec].[dec].[dec].[dec].

**Explanation** TACACS+ server switchover failed

**Recommended Action** No action is required.

**Error Message** %AAA-5-TPLUS\_SWITCHOVER\_SUCCESS: TACACS+ server switchover successful. New server is [dec].[dec].[dec].[dec].

**Explanation** TACACS+ server switchover successful

**Recommended Action** No action is required.

**Error Message** %AAA-4-TRANSLATE\_AAA\_TO\_RADIUS\_FAILED: Could not translate AAA AVP to RADIUS AVP. [chars].Code=[dec], ValueLen=[dec], VendorId=[dec], Buf=[address], BufSize=[dec].

**Explanation** Could not translate AAA AVP to RADIUS AVP.

**Recommended Action** No action is required.

**Error Message** %AAA-4-TXQUEUE\_ADD\_FAILED: Transmission queue full. Queue name: [chars]. Dropping sessionpackets.

**Explanation** Transmission queue full. Dropping session packets.

**Recommended Action** No action is required.

**Error Message** %AAA-3-UNAME\_TOO\_LONG: Username too long. Username: [int].

**Explanation** Username too long.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-6-USER\_AUTH\_PASSED: User authenticated. Username: [chars].

**Explanation** A user authenticated.

**Recommended Action** No action is required.

**Error Message** %AAA-3-USER\_CHAP\_CHECK\_FAILED: Could not check the CHAP challenge. [chars].UsernameLength:[int]. Username: [chars].

**Explanation** Could not check the CHAP challenge.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-USERDBFILE\_CREATE\_FAILED: Unable to create user database file. [chars].

**Explanation** Unable to create user database file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance,

open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-USERDBFILE\_LOAD\_FAILED: Unable to load user database file. [chars].

**Explanation** Unable to load user database file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-USER\_DB\_INIT\_FAILED: User database not initialized.

**Explanation** User database is not initialized.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-USER\_PASS\_CHECK\_FAILED: Could not check password for user. [chars].UsernameLength: [dec]. Password Length:[dec].

**Explanation** Could not check password for user.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %AAA-3-VALIDATE\_MSCHAP2\_CRED\_FAILED: Could not validate credentials for proxied RADIUS. [chars]. STA : [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (len [int])

**Explanation** Could not validate credentials for proxied RADIUS.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

## ACL Messages

This section contains access control list (ACL) messages.

**Error Message** %ACL-3-ACE\_GET\_FAILED: Failed to get ACE from ACL. [chars]

**Explanation** Unable to get an access control entry from an access control list.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %ACL-3-CONFIG\_STORE\_FAILED: Failed to store Acl Config to Flash [chars].

**Explanation** Writing to File operation failed for Acl Config file onto the flash

**Recommended Action** Try again after sometime. If it fails reset the controller

**Error Message** %ACL-3-DB\_LOCK\_FAILED: Couldn't get exclusive access on the Acl database. [chars].

**Explanation** All Acls and their rules are placed in the ACL database. To change precedence a rule in the acl, the table needs to be locked by obtaining a semaphore. This is failing.

**Recommended Action** Try again if it fails reset the controller

**Error Message** %ACL-3-DB\_UNLOCK\_FAILED: Couldn't release exclusive access on the Acl database. [chars].

**Explanation** Releasing the ACL Table semaphore to relinquish the exclusive access has failed

**Recommended Action** Reset the controller

**Error Message** %ACL-3-ENTRY\_CREATE\_FAILED: Couldn't create ACL [chars]. [chars].

**Explanation** Couldn't create ACL

**Recommended Action** Try another acl name or delete old acl to create new.

**Error Message** %ACL-3-ENTRY\_DELETE\_FAILED: Failed to delete ACL Entry [chars]. [chars].

**Explanation** Failed to delete ACL Entry

**Recommended Action** Free Acl from CPU Interface or other interface or WLAN

**Error Message** %ACL-3-ENTRY\_DONOT\_EXIST: Unable to find an ACL by name "[chars]".

**Explanation** Unable to get an access control list by name.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %ACL-3-GET\_FREE\_ACL: Couldn't get an unused ACL. [chars].

**Explanation** Couldn't get an unused ACL.

**Recommended Action** maximum supported ACLs are there. Delete old acl to create new acl.

**Error Message** %ACL-3-GET\_NAME\_BY\_ID\_FAILED: Couldn't get ACL name by ID. [chars].

**Explanation** Couldn't get ACL name by ID.

**Recommended Action** Provide correct ACL id that is configured.

**Error Message** %ACL-3-IMPRULE\_DEL\_AVOIDED: Deleting the implicit deny rule [dec] of ACL [chars] is not allowed.

**Explanation** Every ACL has an implicit deny allrule which is always the last rule in the ACL (An ACL allows 64 rules). This rule cannot be deleted. The user is trying to do the same.

**Recommended Action** None.

**Error Message** %ACL-3-INFO\_PUSH\_FAILED: Failed to push CPU Acl info to the NPU

**Explanation** Failed to push CPU Acl info to the NPU

**Recommended Action** Try again after some time. If it still fails reset controller.

**Error Message** %ACL-3-INIT\_FAILED: Failure in creating Acl Database. [chars].

**Explanation** Failed to create the semaphore to protect the Acl Database .

**Recommended Action** Reset the controller

**Error Message** %ACL-3-IPADD\_TYPE\_INCORRECT: Incorrect IP address type parameter of rule [dec] of ACL [chars]

**Explanation** The IP addresses can only be Source or Destination addresses

**Recommended Action** Try again. If it fails reset the controller

**Error Message** %ACL-3-LOAD\_CONF\_FAILED: Acl config is corrupted. Resetting Acl config to default.

**Explanation** The config file is deemed corrupted if

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %ACL-3-RULE\_ACTION\_INVALID: Incorrect action [dec] to set for the rule [dec] of the ACL [chars].

**Explanation** The action parameter of the rule of an Acl takes on the values of PERMIT or DENY. This error is displayed if the action is neither of the two.

**Recommended Action** Set action with either PERMIT or DENY

**Error Message** %ACL-3-RULE\_CREATE\_FAILED: Can not Add Rule [dec] to ACL [chars]. [chars].

**Explanation** Cannot Add Rule to ACL

**Recommended Action** MAX Rule limit achieved.Delete old rule to create new.

**Error Message** %ACL-3-RULE\_DONOT\_EXIST: Unable to [chars] the rule no.[dec] in ACL [chars]. No such rule exist

**Explanation** Unable to carry out the operation mentioned on the particular rule in ACL, because it does not exist.

**Recommended Action** Check ACL name and Rule Index is configured correctly.

**Error Message** %ACL-3-RULE\_PUSH\_FAILED: Pushing rule [dec] of Acl [chars] to the Network Processor Failed.

**Explanation** Acls are applied in the NetworkProcessor. Hence they have to be pushed into the NPU. Pushing the rule of the ACL has failed

**Recommended Action** Try again after sometime. If it fails reset the controller

**Error Message** %ACL-3-SET\_PORT\_RANGE\_FAILED: Set Port Range failed for rule [dec] of ACL [chars]. [chars].

**Explanation** Set Port Range failed for type parameter for rule of ACL

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl). If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %ACL-3-SET\_RULE\_DIR\_FAILED: Incorrect direction parameter for the rule [dec] of the ACL [chars]

**Explanation** The direction parameter of the rule of an Acl takes on the values IN, OUT and ANY. This error is displayed if the direction is none of the three

**Recommended Action** Set the direction to a valid value

