

CNFGR Messages

This section contains configuration (CNFGR) messages.

Error Message %CNFGR-3-DUP_REGISTRATION: sysCfgChange registrar_ID [dec] already registered.

Explanation The specified Registrar Id has already registered for notifications from this 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. 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 %CNFGR-3-GET_REGISTRY_FAIL: sysCfgChange [chars] not set.

Explanation Failed to get registry for the specified component.

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. 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 %CNFGR-0-INVALID_STARTUP_SEQ: cfgHardwareDectectCallback Invalid startup sequence.

Explanation cfgHardwareDectectCallback Invalid startup sequence.

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. 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 %CNFGR-3-INV_COMP_ID: Invalid Component Id : [chars] ([dec]) in cfgConfiguratorInit.

Explanation Invalid component being requested for initialization.

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. 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 %CNFGR-3-L2_SYS_INIT_FAIL: Cannot initialize a required function: Layer2.

Explanation Could not perform Layer 2 System Initialization

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. 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 %CNFGR-3-MAX_REGISTRATIONS: sysCfgChange registrar_ID [dec] greater than LAST_COMPONENT_ID.

Explanation Maximum number of registrations exceeded for this 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. 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 %CNFGR-3-MGMT_IF_SET_FAIL: cfgHardwareDetectCallback: couldn't set mgmt vlan for vlan id [dec].

Explanation Could not set the Management interface

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. 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.

DAPI Messages

This section contains database API (DAPI) messages.

Error Message %DAPI-4-HAPI_CALLBACK_FAILED: HAPI layer has failed to receive and process the command: (CMD=[dec] , Event=[dec])

Explanation The DAPI module has received an event from a hardware port. To process the same this subsystem has invoked a corresponding callback operation of the HAPI module, which was either not properly installed during initialization, or has failed to process it.

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. 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 %DAPI-4-HAPI_CMDCALL_FAILED: Call to HAPI layer for command:[dec] failed for user port: [int]/[int]/[int]

Explanation The DAPI module has received a command from a hardware port. To process the same this subsystem has invoked a corresponding operation of the HAPI module, which was unable to process it.

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. 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.

DEBUG Messages

This section contains debugging (DEBUG) messages.

Error Message %DEBUG-3-APPEND_DATA_FAIL: Could not append contents of client troubleshooting block to the Troble Shooting Data buffer

Explanation Could not append contents of client troubleshooting block to the buffer.

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. 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 %DEBUG-6-CLT_LOOKUP_FAIL: Client entry [hex].[hex].[hex].[hex].[hex].[hex] not found in db

Explanation Client entry not found in Database. Client may have disassociated with the Controller

Recommended Action No action is required.

Error Message %DEBUG-6-CLT_TBL_EMPTY: There are no clients in the database.

Explanation There are no clients in the database.

Recommended Action No action is required.

Error Message %DEBUG-0-CREATE_SEM_FAIL: Unable to create client Trouble Shooting semaphore.

Explanation Unable to create client Trouble Shooting semaphore.

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. 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 %DEBUG-0-CREATE_TMR_FAIL: Unable to create client Trouble Shooting WatchList Timer. Error code = [dec]

Explanation Failed to create client Trouble Shooting WatchList Timer

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. 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 %DEBUG-4-INVALID_ELEM_ID: Received an invalid Information Element. Element id [dec] is invalid

Explanation Received an invalid Information Element.

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. 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 %DEBUG-4-INVALID_EVENT: Received unsupported event [dec].

Explanation Received unsupported Event by the task.

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. 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 %DEBUG-4-INVALID_LEN: Received a corrupted packet. Element Info Length [dec] received greater than DataLen [dec]

Explanation Received a corrupted packet.

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. 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 %DEBUG-4-INVALID_MODULE: Unhandled debug module [dec].

Explanation This module cannot be debugged.

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. 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 %DEBUG-3-INVALID_PARMS: Invalid arguments passed([dec],[dec]).

Explanation Invalid arguments passed

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. 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 %DEBUG-3-INVALID_PROFILE_NAME: Profile module name exceed maximum length [dec]

Explanation Profile module name exceed maximum length

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. 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 %DEBUG-0-INVALID_QUEUE: [chars] Queue is NULL.

Explanation The specified Queue is NULL. It is likely that the Queue could not be created or has been corrupted.

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. 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 %DEBUG-3-MEM_ALLOC_FAIL: Unable to allocate [dec] bytes!.

Explanation Unable to allocate memory.

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. 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 %DEBUG-3-MSG_POST_FAILURE: Failure to post Troubleshoot info for msg type [dec] for MAC Address: [hex].[hex].[hex].[hex].[hex].[hex]

Explanation Failure to post trouble shoot info for a client. Either the client is not in the watch list or the Queue for the Trouble shooting task does not exist

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. 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 %DEBUG-3-MSG_SEND_FAIL: Failed to send Event [chars] to Queue [chars]. Error Code is [dec]

Explanation Unable to send messages to the Queue. The Queue for the task maybe full.

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. 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 %DEBUG-4-RMV_CLT_FAIL: Failed to remove client [hex].[hex].[hex].[hex].[hex].[hex] from watchlist

Explanation Failed to remove client from debug watchlist

Recommended Action No action is required.

Error Message %DEBUG-3-SEM_GIVE_FAIL: Cannot give the client troubleshooting semaphore [troubleShootSemaphorePtr]

Explanation Cannot give the client troubleshooting semaphore: troubleShootSemaphorePtr

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/pcgi-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 %DEBUG-3-SEM_TAKE_FAIL: Cannot take the client troubleshooting semaphore [troubleShootSemaphorePtr]

Explanation Cannot take the client troubleshooting semaphore: troubleShootSemaphorePtr

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/pcgi-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 %DEBUG-3-START_TMR_FAIL: Trouble Shoot Timer could not be started

Explanation Could not start Trouble Shoot Timer

Recommended Action Copy the error message exactly as it appears on the console or in the system log. Research and 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/pcgi-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 %DEBUG-0-TASK_CREATE_FAIL: Failed to create [chars] task..

Explanation Failed to create the specified task.

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/pcgi-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 %DEBUG-0-TS_INIT_DATA_FAIL: Could not initialize the troubleshooting data. Not starting Trouble shooting Task

Explanation Trouble shooting task not started since the system could not initialize the troubleshooting data. This could be due to memory allocation/AVL tree creation/Timer creation failures

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/pcgi-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.

DHCP Messages

This section contains Dynamic Host Configuration Protocol (DHCP) messages.

Error Message %DHCP-3-ADD_OPTION_FAIL: Option [hex] did not fit into the packet!

Explanation Option did not fit into the packet!

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/pcgi-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 %DHCP-4-ADDR_NOT_ALLOCATED: No IP addresses to give -- OFFER abandoned
-- packet dropped

Explanation No IP addresses to give -- OFFER abandoned -- packet dropped

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. 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 %DHCP-3-ADDR_NOTIN_POOL: Error: Ip Address [dec].[dec].[dec].[dec] is not in pool ([dec].[dec].[dec].[dec]-> [dec].[dec].[dec].[dec])

Explanation Ip Address is not in pool

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. 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 %DHCP-4-ARP_LOOKUP_FAIL: Default gateway arp lookup failed.

Explanation Default gateway arp lookup failed.

Recommended Action If this message recurs, 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. 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 %DHCP-3-ARP_SEND_FAIL: Unable to send ARP Request

Explanation Unable to send ARP Request

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. 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 %DHCP-3-BAD_DHCP_PKT: Bad DHCP packet from [dec].[dec].[dec].[dec], dropping

Explanation Bad DHCP packet.Dropping

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. 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 %DHCP-3-BIND_FAIL: Unable to bind the socket.

Explanation Unable to bind the 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. 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 %DHCP-3-BIND_NWPORT_ERR: Binding network port failed.

Explanation Binding network port 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. 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 %DHCP-3-BIND_SRPORT_ERR: Binding service port failed.

Explanation Binding service port 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. 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 %DHCP-4-BOGUS_PKT: bogus packet, option fields too long.

Explanation Bogus packet,option fields 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. 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 %DHCP-3-BROADCAST_ADDR_NOTSET: Unable to set the broadcast address.
Reason: [chars]

Explanation Unable to set the broadcast address

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. 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 %DHCP-3-BUFF_ALLOC_ERR: Out of System buffers.

Explanation Out of System buffers.

Recommended Action If this message recurs, 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. 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 %DHCP-6-CHADDR_FILTER_STATE: NPU/Driver DHCP CHADDR Filter is [chars]

Explanation Informational message indicating if chaddr filter is enabled or not

Recommended Action No action is required.

Error Message %DHCP-3-CONFIG_LOAD_FAIL: Unable to load DHCP configuration

Explanation Unable to load DHCP configuration

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. 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 %DHCP-3-CONFIG_SAVE_FAIL: Unable to store config file in NVRAM [chars].

Explanation Unable to store config file in NVRAM

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. 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 %DHCP-1-CRANITE_PASSTHRU: Received DHCP packet on a Cranite WLAN.

Explanation Received DHCP packet on a Cranite WLAN.

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. 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 %DHCP-0-CREAT_TASK_FAIL: Failed to Create the task: [chars]

Explanation Failed to Create the task

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. 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 %DHCP-3-DEL_IFADDR_FAIL: Unable to delete the address on interface

Explanation Unable to delete the address on interface

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. 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 %DHCP-4-DHCP_CLEAR_FAIL: IP Address could not be de-registered for the station: [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

Explanation IP Address could not be de-registered

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. 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 %DHCP-3-DHCP_PKT_LOOPED: Received a DHCP packet sent by the controller itself possible network loop!

Explanation Possible Network Loop!

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. 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 %DHCP-4-DHCP_PKT_OVRSIZE: Oversized DHCP packet

Explanation Oversized DHCP packet

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. 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 %DHCP-4-DHCP_PKT_WRONGSIZE: DHCP options incorrect length

Explanation DHCP options incorrect length

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. 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 %DHCP-4-DHCP_RECV_FAIL: Could not receive the dhcp packet Error.

Explanation Could not receive the dhcp packet Error

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. 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 %DHCP-6-DISP_SERV_ADDR: dhcp server: binding to [dec].[dec].[dec].[dec]

Explanation Informational message indicating, the ip address to which the dhcp server is binding

Recommended Action No action is required.

Error Message %DHCP-3-DROP_FOREIGN_CLIENT: Dropping foreign client for dhcp retries, mac: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] ip: [dec].[dec].[dec].[dec].

Explanation Dropping foreign client for dhcp retries

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. 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 %DHCP-4-ENCAPSULATE_FAIL: Unable to encapsulate header.

Explanation Unable to encapsulate header.

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. 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 %DHCP-4-EXIT_PORT_NOTGET: Invalid exit port - could not resolve exit intfNum.

Explanation Invalid exit port - could not resolve exit intfNum.

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. 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 %DHCP-1-FORTRESS_PASSTHRU: Received DHCP packet on a Fortress WLAN.

Explanation Received DHCP packet on a Fortress WLAN.

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. 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 %DHCP-3-GET_IFADDR_FAIL: Unable to retrieve the interface address

Explanation Unable to retrieve the interface address

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. 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 %DHCP-3-GET_MASK_FAIL: Unable to retrieve the mask for an ip address

Explanation Unable to retrieve the mask for an ip address

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. 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 %DHCP-4-INVALID_MSG_TYPE: Unsupported message ([hex]) -- ignoring

Explanation Unsupported message type

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. 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 %DHCP-4-INVALID_VLANID_ARP: ARP table stores invalid vlan id [dec], for the IP Addr [hex]. Expected vlan id for this ip address is [dec]

Explanation ARP table contains a vlan id other than the expected one

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. 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 %DHCP-4-IPRGSTR_MSCB_FAIL: Registering IP on mscb failed for station[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Registering IP on the mscb 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. 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 %DHCP-4-LEASEIP_NEQ_CIADDR: DHCP renew/rebind error lease ip [dec].[dec].[dec].[dec] is not same as Client's ip address [dec].[dec].[dec].[dec].

Explanation DHCP renew/rebind error lease ip is not same as clients ip address.

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. 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 %DHCP-4-LEASEIP_NEQ_REQIP: Lease->ip [dec].[dec].[dec].[dec] is not same as requested ip [dec].[dec].[dec].[dec].

Explanation Lease ip is not same as requested ip

Recommended Action No action is required.

Error Message %DHCP-4-LEASE_NOT_MATCH: Lease for [dec].[dec].[dec].[dec] does not belong to [hex]: [hex]: [hex]: [hex]: [hex]: [hex].

Explanation DHCP Lease does not match to the mac address

Recommended Action No action is required.

Error Message %DHCP-4-LEASE_NOT_OBTAINED: DHCP Lease could not be allocated to the client

Explanation DHCP client could not be allocated to the client

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. 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 %DHCP-4-MAGIC_COOKIE_INVALID: Invalid magic cookie in the DHCP packet

Explanation Invalid magic cookie in the DHCP packet

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. 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 %DHCP-4-MBL_STATION_NOTFOUND: Unable to find msch for [hex]: [hex]: [hex]: [hex]: [hex]: [hex].

Explanation Unable to find msch

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. 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 %DHCP-3-MSG_TRUNCATED: DHCP message getting truncated

Explanation DHCP message getting truncated

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. 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 %DHCP-3-NETWORK_OVERLAP: Cannot have overlapping networks. Network id: [dec].[dec].[dec].[dec] in use by scope [chars]\n

Explanation Cannot have overlapping networks. Network id is in use by another scope

Recommended Action No action is required.

Error Message %DHCP-3-NON_RELAY_PKT: The DHCP request from [dec].[dec].[dec].[dec] is a non-relay. It is dropped

Explanation DHCP request packet is dropped

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. 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 %DHCP-3-OPT_CHECK_EXCEED: Option checking exceeding packet limit
packet Length: [dec]

Explanation Option checking exceeds packet limit

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. 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 %DHCP-3-OPT_LEN_INVALID: Option length exceeding the length of buffer for the tag [hex]

Explanation Option length exceeding the length of buffer

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. 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 %DHCP-4-OPT_LEN_ZERO: Could not add option [hex] . The length of this option is zero

Explanation Could not add option to the DHCP packet

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. 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 %DHCP-3-RAW_SOCKET_CREAT_FAIL: Unable to create raw socket.

Explanation Unable to create raw 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. 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 %DHCP-3-RAW_SOCKET_SEND_FAIL: Sending packets through raw socket failed.

Explanation Sending packets through raw socket 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. 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 %DHCP-4-RELAY_SERVER_NOTGET: Unable to get the dhcp relay server's ip address

Explanation Unable to get the dhcp relay server's ip address

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. 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 %DHCP-3-REMOVE_LEASE_FAIL: Unable to remove [dec].[dec].[dec].[dec] from leases.

Explanation Unable to remove an ip address from leases.

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. 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 %DHCP-4-REQIP_NOT_PRESENT: Received a packet without a requested ip!.

Explanation Received a packet without a requested ip!.

Recommended Action No action is required.

Error Message %DHCP-4-RUNT_PKT_RECEIVED: DHCP proxy received runt packet, src: [dec].[dec].[dec].[dec], len =[dec]

Explanation DHCP proxy received runt packet

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. 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 %DHCP-6-SCOPE_NOT_FOUND: Dropping packet from [dec].[dec].[dec].[dec] (unable to match to a dhcp scope)

Explanation Dropping packet - unable to match to a DHCP scope

Recommended Action No action is required.

Error Message %DHCP-4-SEND_FAIL: Unable to send DHCP packet to [hex]: [hex]: [hex]: [hex]: [hex]: [hex].

Explanation Unable to send DHCP packet

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. 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.

%DHCP-3-SEND_OFFER_FAIL: Unable to send DHCP offer. Could not allocate appropriate ip address from the scope

Explanation Unable to send DHCP offer. Could not allocate appropriate ip address from the scope

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. 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 %DHCP-4-SET_IPADDR_FAIL: Failed to set ip address [dec].[dec].[dec].[dec] for the interface [chars]

Explanation Failed to set IP address

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. 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 %DHCP-3-SOCK_CREATE_FAIL: Failed to create socket.

Explanation Failed to create 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. 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 %DHCP-3-SOCK_EXCEP: Exception occurred on the socket.

Explanation Exception occurred on the 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. 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 %DHCP-3-SOCK_OPT_FAIL: Failed to set the option [chars] on socket.

Explanation Failed to set option on the 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. 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 %DHCP-3-SOCK_SELECT_FAIL: select system call failed.

Explanation select system call 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. 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 %DHCP-4-UPDATE_FAP_FAIL: Unable to update foreign AP location.

Explanation Unable to update foreign AP location.

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. 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 %DHCP-4-UPDATE_MSCB_FAIL: Failed to update MSCB state.

Explanation Failed to update MSCB state.

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. 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 %DHCP-3-WRITE SOCK_FAIL: write on socket failed.

Explanation write on socket 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. 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.

DOT1D Messages

This section contains 802.1D (DOT1D) messages.

Error Message %DOT1D-3-BPDU_MEMGET_FAIL: Out of System buffers.

Explanation Out of System buffers.

Recommended Action If this message recurs, 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/pcgi-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 %DOT1D-7-CONN_PORT_RING: GIP: Connecting Ports #[hex] to ring..

Explanation GIP: Connecting Ports to ring.

Recommended Action No action is required.

Error Message %DOT1D-7-CREATED_PORT: GID: created Port # [hex]..

Explanation GID: created Port

Recommended Action No action is required.

Error Message %DOT1D-7-CREATING_PORT: GID: Creating Port # [hex]..

Explanation GID: Creating Port

Recommended Action No action is required.

Error Message %DOT1D-0-DATA_INIT_FAIL: Failed to allocate memory for the dot1d variables.dot1d sub-system not initialized.

Explanation Failed to allocate memory for the dot1d variables.dot1d sub-system 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/pcgi-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 %DOT1D-7-DESTROY_PORT: GID: Destroying Port # [hex]..

Explanation GID: Destroying Port

Recommended Action No action is required.

Error Message %DOT1D-7-DISCON_PORT_RING: GIP: Disconnecting Ports #[hex] from ring..

Explanation GIP: Disconnecting Ports from ring.

Recommended Action No action is required.

Error Message %DOT1D-3-GARPAPP_INIT_FAIL: Failed to initialize Garp, exiting....

Explanation Failed to initialize Garp, exiting....

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. 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 %DOT1D-4-GID_ALL_USED: All Ports are used for GARP Information Declaration (GID)

Explanation All Ports are used for GARP Information Declaration (GID)

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. 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 %DOT1D-7-HOLD_TIMER_EXP: GID: Hold Timer Expired..

Explanation GID: Hold Timer Expired.

Recommended Action No action is required.

Error Message %DOT1D-4-INVALID_BPDU_TYPE: Invalid BPDU Type [dec] received

Explanation Invalid BPDU type received.

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

Error Message %DOT1D-7-JOIN_MSG_RCV: GID: Join msg is received..

Explanation GID: Join msg is received.

Recommended Action No action is required.

Error Message %DOT1D-7-JOIN_TIMER_EXP: GID: join Timer Expired..

Explanation GID: join Timer Expired.

Recommended Action No action is required.

Error Message %DOT1D-7-LEAVE_ALL_TIMER_EXP: GID: Leave All Timer Expired..

Explanation GID: Leave All Timer Expired.

Recommended Action No action is required.

Error Message %DOT1D-7-LEAVE_EVENT_RCV: GID: Leave All event is received..

Explanation GID: Leave All event is received.

Recommended Action No action is required.

Error Message %DOT1D-7-LEAVE_MSG_RCV: GID: Leave message is received..

Explanation GID: Leave message is received.

Recommended Action No action is required.

Error Message %DOT1D-7-LEAVE_TIMER_EXP: GID: Leave Timer Expired..

Explanation GID: Leave Timer Expired.

Recommended Action No action is required.

Error Message %DOT1D-0-MEM_ALLOC_FAIL: [chars],Out of system memory

Explanation Failed to allocate memory, Out of system buffers

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. 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 %DOT1D-7-PORT_ADD: GID: Add Port # [hex]..

Explanation GID: Add Port

Recommended Action No action is required.

Error Message %DOT1D-0-PORT_ALLOC_FAIL: Failed to allocate memory for GARP Information Declaration(GID)Port number: [hex]..

Explanation Failed to allocate memory for GARP Information Declaration(GID) Port

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/pcgi-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 %DOT1D-6-PORT_FIND_FAIL: Port number [hex] is not found for GARP Information Declaration (GID)

Explanation Port not found for GARP Information Declaration (GID)

Recommended Action No action is required.

Error Message %DOT1D-7-PORT_INDEX_UNUSED: GID: Ports at index [hex] is not used..

Explanation GID: Ports at index not used.

Recommended Action No action is required.

Error Message %DOT1D-7-PROP_JOIN: GIP: propagate Join for Port #[hex]..

Explanation GIP: propagate Join for Port.

Recommended Action No action is required.

Error Message %DOT1D-7-PROP_LEAVE: GIP: propagate Leave for Port #[hex]..

Explanation GIP: propagate Leave for Port.

Recommended Action No action is required.

Error Message %DOT1D-3-QUEUE_INIT_FAIL: Message queue creation error.dot1d sub-system not initialized

Explanation Failed to initialize dot1d message queue. dot1d sub-system 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/pcgi-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 %DOT1D-3-RCV_MSG_FAIL: The [chars] failed to receive a message. Internal system error. Error code: [dec].

Explanation A dot1d sub-system task failed to receive message. Internal system error

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. 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 %DOT1D-3-RGSTR_CHANGE_FAIL: [chars].dot1d sub-system not initialized

Explanation Unable to register a change in state callback.dot1d sub-system 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. 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 %DOT1D-7-RMV_PORT: GID: Removing Port # [hex] from the ring..

Explanation GID: Removing Port from the ring.

Recommended Action No action is required.

Error Message %DOT1D-3-SND_MSG_FAIL: Failed to send message to [chars], the message queue for the task maybe full. Error Code: [dec], Internal system error

Explanation Failed to send a message to a task, the message queue for the task maybe full. Internal system error

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. 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 %DOT1D-7-START_HOLD_TIMER: GID: Start Hold Timer..

Explanation GID: Start Hold Timer.

Recommended Action No action is required.

Error Message %DOT1D-7-START_JOIN_TIMER: GID: Start Join Timer..

Explanation GID: Start Join Timer.

Recommended Action No action is required.

Error Message %DOT1D-7-START_LEAVE_TIMER: GID: Start Leave All Timer..

Explanation GID: Start Leave All Timer.

Recommended Action No action is required.

Error Message %DOT1D-3-SYSINIT_GETFILE_FAIL: Failed to retrieve file from nv storage. File name [chars].dot1d sub-system not initialized

Explanation Failed to retrieve file from nv storage. dot1d sub-system 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. 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 %DOT1D-0-TASK_START_FAIL: Could not create [chars] task. Error code: [dec]. Failed to initialize dot1d sub-system

Explanation Could not create a task. The dot1d sub-system failed to initialize

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. 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 %DOT1D-3-WRITE_CFG_FAIL: Failed to write config file [chars] in nv storage

Explanation Failed to store config file in nv storage.

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. 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.

DOT1Q Messages

This section contains 802.1Q (DOT1Q) messages.

Error Message %DOT1Q-7-CREATE_GVR: GVRP: Create GVR.

Explanation GVRP: Create GVR.

Recommended Action No action is required.

Error Message %DOT1Q-6-DB_FULL: GVRP: Data Base is FULL. Port #: [dec]

Explanation GVRP: Data Base is FULL.

Recommended Action No action is required.

Error Message %DOT1Q-7-DSTR_GVR: GVRP: Destroying GVR..

Explanation GVRP: Destroying GVR.

Recommended Action No action is required.

Error Message %DOT1Q-3-FILE_WRITE_FAIL: Failed to write to a config file. File Name: [chars].

Explanation Failed to write to a config 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. 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 %DOT1Q-3-FLASH_READ_FAIL: Error retrieving file [chars] from system flash.

Explanation Error retrieving file from system flash

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. 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 %DOT1Q-3-GID_FIND_PORT: Failed to find a gid port. Port # [dec].

Explanation Failed to find a gid port

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. 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 %DOT1Q-3-GIP_CREATE_FAIL: Failed to Create GIP..

Explanation Failed to Create GIP.

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. 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 %DOT1Q-7-GVR_ADD_PORT: GVRP: GVR add Port # [hex]..

Explanation GVRP: GVR add Port.

Recommended Action No action is required.

Error Message %DOT1Q-3-GVR_CREATE_FAIL: Failed to Create GVR.

Explanation Failed to Create GVR.

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. 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 %DOT1Q-7-GVR_RMV_PORT: GVRP: GVR removed Port # [hex]..

Explanation GVRP: GVR removed Port.

Recommended Action No action is required.

Error Message %DOT1Q-3-GVR_TO_DTL: Failed to get the link state for an interface. Port # [dec]

Explanation Failed to get the link state for an interface

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. 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 %DOT1Q-3-INVALID_CONFIG_REQ: Invalid configuration request. Failed to send vlan configuration request

Explanation Invalid Configuration request. Failed to send vlan configuration request

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. 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 %DOT1Q-3-INVALID_CONFIG_REQ_RCV: Invalid configuration received. Failed to service vlan configuration request.

Explanation Invalid configuration received. Failed to service vlan configuration request.

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. 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 %DOT1Q-7-JOIN_MSG_RCV: GVRP: Join msg is received. Port #: [dec].

Explanation GVRP: Join msg is received.

Recommended Action No action is required.

Error Message %DOT1Q-3-LAG_CALBAK_FAIL: Link Aggregation malfunctioned while initializing Vlan.

Explanation Link Aggregation malfunctioned while initializing Vlan

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. 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 %DOT1Q-7-LEAVE_ALL_TMR_EXP: GVR: delete attribute Timer Expired..

Explanation GVR: delete attribute Timer Expired.

Recommended Action No action is required.

Error Message %DOT1Q-7-LEAVE_MSG_RCV: GVRP: Leave msg is received. Port #: [dec].

Explanation GVRP: Leave msg is received.

Recommended Action No action is required.

Error Message %DOT1Q-6-MAX_VLAN_FAIL: No available entries for VLAN ID [dec]. Maximum number of Vlans allowed exceeded

Explanation No available entries for VLAN ID. Maximum number of Vlans allowed exceeded

Recommended Action No action is required.

Error Message %DOT1Q-3-MBUF_GET_FAIL: Unable to transmit GVRP packet for port # [dec]. Out of system buffers.

Explanation Unable to transmit GVRP packet. Out of system buffers.

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. 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 %DOT1Q-3-MEM_ALLOC_FAIL: Failed to allocate memory.

Explanation Failed to allocate memory.

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. 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 %DOT1Q-3-MIN_VLAN_FAIL: No VLANs created upon initialization.

Explanation No VLANs created upon initialization.

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. 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 %DOT1Q-3-MODIFY_VLAN_FAIL: Bridge not initialized. Cannot modify vlan.
Vlan Id: [dec]

Explanation Bridge not initialized. Cannot modify vlan.

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/pcgi-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 %DOT1Q-3-NOTIFY_USERS_FAIL: Failed to notify registered users. Vlan
Id: [dec].Interface: [dec]

Explanation Failed to notify registered users

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/pcgi-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 %DOT1Q-7-PORT_ENABLED: Port is Enabled. Port #: [dec].

Explanation Port is Enabled.

Recommended Action No action is required.

Error Message %DOT1Q-7-PORT_JOINING: GVRP: Port # [hex] is joining..

Explanation GVRP: Port is joining.

Recommended Action No action is required.

Error Message %DOT1Q-7-PORT_LEAVING: GVRP: Port # [hex] is leaving..

Explanation GVRP: Port is leaving.

Recommended Action No action is required.

Error Message %DOT1Q-7-TX_GVR: GVRP: Transmitting msg. Port # [dec].

Explanation GVRP: Transmitting msg.

Recommended Action No action is required.

Error Message %DOT1Q-3-UPDATE_PSTNT_FAIL: Problem updating persistent data for VLAN [dec].

Explanation Problem updating persistent data for VLAN.

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. 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 %DOT1Q-3-UPDATE_TNZNT_FAIL: Problem updating transient data for VLAN [dec].

Explanation Problem updating transient data for VLAN.

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. 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 %DOT1Q-3-VLAN_CONFIG_FAIL: Failed to configure Vlan. Vlan Id: [dec].

Explanation Failed to configure a vlan.

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. 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 %DOT1Q-3-VLAN_CREATE_MODIFY_FAIL: Failed to create or modify vlan. Vlan Id: [dec]

Explanation Failed to create or modify a vlan.

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/pcgi-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 %DOT1Q-3-VLAN_DELAVL_FAIL: Failed to delete a vlan Entry from the AVL tree.VLAN [dec].

Explanation Failed to delete a vlan entry form the 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/pcgi-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 %DOT1Q-3-VLAN_DEL_FAIL: Failed to delete all static vlans. Number of failures: [dec]

Explanation Failed to delete all static vlans.

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/pcgi-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 %DOT1Q-3-VLAN_ENTRY_FAIL: Failed while updating data for VLAN [dec] in the avl tree

Explanation Failed while updating data for VLAN

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/pcgi-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 %DOT1Q-3-VLAN_FIND_FAIL: Vlan [dec] does not exists or Invalid Vlan ID

Explanation The Requested vlan does not exists.

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. 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 %DOT1Q-3-VLAN_MBR_SET: Failed to set an interface to vlan. Vlan Id: [dec]. Interface: [dec]

Explanation Failed to set an interface to vlan.

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. 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 %DOT1Q-3-VLAN_PORTMBR_FAIL: Failed to get port membership information for vlan.Port # [dec].

Explanation Failed to get port membership information for vlan

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. 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 %DOT1Q-3-VLAN_RANGE_FAIL: Attempt to create a vlan with an invalid vlan id [dec].

Explanation Attempt to create a vlan with an invalid vlan id.

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. 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 %DOT1Q-3-VLAN_RGS_FAIL: VLAN registration failed. Registrar: [dec].

Explanation VLAN registration 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. 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 %DOT1Q-3-VLAN_TYPEGET_FAIL: Failed to get the Vlan Type. Port # [dec].

Explanation Failed to get the Vlan Type.

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. 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.

DOT1X Messages

This section contains 802.1X (DOT1X) messages.

Error Message %DOT1X-4-AAA_MAX_RETRY: Max AAA authentication attempts exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because the maximum number of authentication attempts permitted by the authentication was exceeded. If Blacklisting is configured the client will be blacklisted.

Recommended Action Ensure that user credentials are correct on the client and on the AAA server.

Error Message %DOT1X-3-AAA_SEND_ERR: Error sending AAA message - [chars]; client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because an internal error prevented a message from being sent to the authentication 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. 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 %DOT1X-3-AAA_SEND_FAILURE: Unable to send AAA message for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because a message could not be sent to the authentication server.

Recommended Action Review the message log for other messages preceding this one that might indicate a connection failure or configuration problem. Ensure that the authentication servers are properly configured and are reachable.

Error Message %DOT1X-3-ABORT_AUTH: Authentication Aborted

Explanation An internal error caused 802.1X authentication to be aborted.

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. 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 %DOT1X-1-ABORT_AUTH: Backend Authentication SM:: Authentication Aborted..

Explanation An internal error caused 802.1X authentication to be aborted.

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. 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 %DOT1X-3-ADD_KEYMAP_KEY_ERR: Unable to add key mapping key to EAPOL-key message for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because an internal error occurred when attempting to add the key mapping key to an EAPOL-key message.

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. 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 %DOT1X-1-AUTHENTICATOR_ERR: Could not function as authenticator - [chars]; client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because an internal error occurred in the 802.1X authentication process.

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. 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 %DOT1X-3-AUTHKEY_TX_TRANS_ERR: Authentication state transition to state [int] failed; port status [int], key available [int], key tx enabled [int]

Explanation Client authentication failed because an internal error occurred during authentication state transition.

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. 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 %DOT1X-4-BE_RCV_NULL_ARG: Empty message received from AAA

Explanation A AAA message with no content was received by the AAA back-end process. The message was ignored.

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. 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 %DOT1X-6-CCKM_UPDATE: CCKM association for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] updated; parameter [chars], value [int]

Explanation A CCKM association parameter has been modified.

Recommended Action No action is required.

Error Message %DOT1X-3-CLIENT_NOT_FOUND: Unable to process 802.1X [int] msg - client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] not found

Explanation A message on an internal queue could not be processed because the client indicated in the message was not found in the internal 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. 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 %DOT1X-3-COMPUTE_PRF_FAILED: Failed to compute PRF mode [int], size [int] - [chars]

Explanation An internal error occurred when attempting to calculate a pseudo-random value.

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. 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 %DOT1X-1-DOT1X_CB_NULL: 802.1X control block NULL for mobile [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

Explanation Client authentication failed because an internal control block was unexpectedly null.

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. 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 %DOT1X-4-DOT1X_MAX_RETRY: Max authentication attempts exceeded for client [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

Explanation Client authentication failed because the maximum number of retries was exceeded.

Recommended Action Ensure that user credentials are correct on the client and on the AAA server.

Error Message %DOT1X-4-EAP_CLIENT_NO_RETRANS: EAP packet is too long for retransmission

Explanation An EAP message was sent to the client but is too large to be stored in the retransmission queue. If the message is not acknowledged as having been received by the client it will not be retransmitted.

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. 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 %DOT1X-3-EAP_MSG_ERR: Could not process EAP message - [chars]; client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because an EAP message from the server or supplicant was not understood.

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. 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 %DOT1X-3-EAPOL_MSG_ATTACK: Possible authentication attack - [chars]; client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because an EAPOL message from the client contained data that should only be sent by the access point. This may be caused by an intruder spoofing authentication frames.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity. If this does not solve the problem research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %DOT1X-3-GTK_ENCRYPT_FAILED: Unable to encrypt CCKM GTK for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because an internal error occurred when attempting to encrypt a temporal key.

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. 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 %DOT1X-4-IGNORE_PREAUTH: Ignoring pre-auth request from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation A pre-authentication request message from a client was ignored

Recommended Action No action is required.

Error Message %DOT1X-3-INTF_DEL_FAILED: Unable to delete 802.1X interface

Explanation An internal error prevented an 802.1X interface structure from being deleted.

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. 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 %DOT1X-4-INTF_NOT_FOUND: Unable to find 802.1X interface for AP
[hex] : [hex] : [hex] : [hex] : [hex] : [hex]

Explanation Client authentication failed because the AP's 802.1X interface was not found. This may have been caused by sudden loss of connection to the AP, in which case the client will recommence association with another AP, or with the same AP when it recovers.

Recommended Action If this message recurs, 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. 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 %DOT1X-3-INVALID_CLIENT_DOT1X_CB: Missing 802.1X control block for client
[hex] : [hex] : [hex] : [hex] : [hex] : [hex]

Explanation Client authentication failed because an internal control block was unexpectedly null.

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. 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 %DOT1X-3-INVALID_DOT1X_CB: Missing 802.1X or client control block

Explanation Client authentication failed because an internal control block was unexpectedly null.

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. 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 %DOT1X-3-INVALID_DOT1X_Q_TYPE: Invalid type ([int]) in 802.1X message queue

Explanation A message on an internal message queue could not be processed because the message type was invalid.

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. 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 %DOT1X-3-INVALID_EAP_MSG: Invalid EAP message received - [chars]; EAP Id [int], 802.1X Id [dec], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation An invalid EAP message was received from the client. The message was ignored.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity. If this does not solve the problem research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message %DOT1X-3-INVALID_EAPOL_VER: Invalid EAPOL version ([int]) in EAPOL-key message; type [int], descriptor [int], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because of an authentication protocol error between the client and access point.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message %DOT1X-3-INVALID_KEY_LEN: Invalid key length ([int])

Explanation An internal error occurred when determining the key length for an encryption cipher.

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. 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 %DOT1X-3-INVALID_KEYWRAP_ARG: Invalid key wrap parameters

Explanation Client authentication failed because an internal error caused invalid data to be passed to the key wrap algorithm.

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. 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 %DOT1X-3-INVALID_KEYWRAP_PKT: Received invalid keywrap packet - [chars]

Explanation Client authentication failed because a received keywrap packet was invalid.

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. 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 %DOT1X-3-INVALID_MIC_ALGORITHM: Unsupported MIC algorithm ([int])

Explanation Client authentication failed because an internal error occurred when attempting to compute a MIC value.

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. 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 %DOT1X-4-INVALID_MSG_TYPE: Invalid message type [int] received from AAA

Explanation A message was received from AAA with an unexpected type. The message was ignored.

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. 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 %DOT1X-3-INVALID_PTK_LEN: Invalid PTK length ([int])

Explanation Client authentication failed because an internal error occurred when attempting to compute a temporal key.

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. 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 %DOT1X-3-INVALID_RC4_KEY: Invalid EAPOL RC4 key msg from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - [chars]

Explanation Client authentication failed because an EAPOL RC4 key message from the client contained invalid data.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message %DOT1X-3-INVALID_REPLAY_CTR: Invalid replay counter from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - got [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex], expected [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

Explanation Client authentication failed because an EAPOL message from the client contained an invalid replay counter.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message %DOT1X-3-INVALID_WPA_KEY_MSG: Error in received EAPOL msg - [chars]; version [int], type [int], descriptor [int], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because of an authentication protocol error between the client and access point.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message %DOT1X-3-INVALID_WPA_KEY_MSG_STATE: Received invalid [chars] msg in [chars] state - [chars]; len [int], key type [int], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because of an authentication protocol error between the client and access point.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message %DOT1X-1-INVALID_WPA_KEY_STATE: Received EAPOL-key message while in invalid state ([int]) - version [int], type [int], descriptor [int], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation An authentication message was received from a client that was not expected while in the current state. The message was ignored

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message %DOT1X-3-KEY_LEN_NOT_FOUND: Key length not found for policy [int]

Explanation An internal error occurred when attempting to determine the key length for an encrypted policy.

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. 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 %DOT1X-3-MAX_EAPOL_KEY_RETRANS: Max EAPOL-key M[int] retransmissions exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because the client did not respond to an EAPOL-key message.

Recommended Action Ensure that user credentials are correct on the client and on the AAA server.

Error Message %DOT1X-1-MAX_EAPOL_KEY_RETRANS_FOR_MOBILE: Max EAPOL-key M[int] retransmissions reached for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because the client did not respond to an EAPOL-key message.

Recommended Action Ensure that user credentials are correct on the client and on the AAA server.

Error Message %DOT1X-1-MAX_EAP_IE_RETRIES_REACHED: Reached Max EAP-Identity Request retries (num) for STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because the client did not respond to an EAP request message.

Recommended Action Ensure that user credentials are correct on the client and on the AAA server.

Error Message %DOT1X-3-MAX_EAP_RETRANS: Max EAP retransmissions exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because the client did not respond to an EAP request message.

Recommended Action Ensure that user credentials are correct on the client and on the AAA server.

Error Message %DOT1X-3-MAX_EAP_RETRIES: Max EAP identity request retries ([int]) exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because the maximum number of permitted attempts was exceeded.

Recommended Action Ensure that user credentials are correct on the client and on the AAA server.

Error Message %DOT1X-3-MOBILE_EXCESS_RUN: Authentication has run more than [int] times - deleting client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because the authentication process failed to complete within the maximum permitted number of attempts.

Recommended Action Ensure that user credentials are correct on the client and on the AAA server.

Error Message %DOT1X-3-PREPARE_KEY_M5_ERR: Unable to create EAPOL-key M5 - group key not found for WLAN [int]

Explanation Client authentication failed because an internal error occurred when attempting to create an EAPOL-key message

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. 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 %DOT1X-3-PSK_CONFIG_ERR: Client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] may be using an incorrect PSK

Explanation A client may be attempting to access the network with an improperly configured PSK.

Recommended Action Ensure that user credentials are correct on the client and on the AAA server.

Error Message %DOT1X-3-RCV_INVALID_CCX_IE: [chars] with [chars] CCX IE received from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because of an authentication protocol error between the client and access point.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message %DOT1X-4-RCV_INVALID_EAPOL_PKT: Invalid EAPOL packet type [int] received from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation An EAPOL packet with an unknown type was received from a client. The packet was ignored.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message %DOT1X-3-RCV_INVALID_SFA_IE: [chars] with [chars] SFA IE received from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because of an authentication protocol error between the client and access point.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message %DOT1X-4-RCV_NULL_ARG: Empty message received from AAA

Explanation A AAA message with no content was received. The message was ignored.

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. 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 %DOT1X-4-RCV_SHORT_EAP_ATTR: Received short EAP Attribute for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Error Message An invalid EAP Attribute was received from AAA and was ignored.

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. 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 %DOT1X-4-RCV_UNKNOWN_AVP: Received unknown AVP ([int]/[int]) for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation An unknown attribute-value pair was received during EAP processing. The AVP was ignored.

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. 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 %DOT1X-1-SEND_AAA_FAILED: Couldnot send AAA message.[chars]. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because an internal error prevented a message from being sent to the authentication 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. 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 %DOT1X-3-SEND_WPA_BUFF_ERR: Unable to send EAPOL-key - buffer is too small; size [int], state [int], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because the retransmit buffer was too small to store the outbound authentication message.

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. 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 %DOT1X-1-SET_BRDCST_KEY_ERR: Could not set broadcast keys for WLAN [int]; GTK length [int], max [int]

Explanation Broadcast keys for the WLAN could not be set or refreshed because of an internal error.

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. 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 %DOT1X-1-SOCK_OPER_FAILED: Socket [chars] operation failed on 802.1X socket

Explanation An internal error caused a socket processing failure.

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. 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 %DOT1X-4-TRUNCATE_USERNAME: Truncated user name from [int] to [int] characters for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The username supplied by a client was longer than permitted and has been truncated.

Recommended Action No action is required.

Error Message %DOT1X-3-UNKNOWN_EAPOL_KEY_DESC: Received unknown EAPOL key descriptor [int]

Explanation Client authentication failed because an EAPOL message from the client contained an invalid or unsupported key descriptor.

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. 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 %DOT1X-3-USER_LOGIN_DENY: Authentication rejected for user [chars] - user may already be logged in

Explanation User authentication failed. The most likely cause is that the user name is already in use by another client.

Recommended Action Ensure that unique user names are used by each client.

Error Message %DOT1X-4-USER_MAX: Authentication rejected for user [chars] - max number of users ([int]) exceeded

Explanation User authentication failed because the maximum permitted number of users are already connected.

Recommended Action No action is required.

Error Message %DOT1X-1-VALIDATE_REPLAY_CTR_FAILED: Couldnt Validate the replay counter in packet. [chars]. Got: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]. Expected: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]. Mobile: [hex] [hex] [hex] [hex] [hex]

Explanation Client authentication failed because an EAPOL message from the client contained an invalid replay counter.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also, investigate possible intruder activity.

Error Message %DOT1X-6-WARP_PARAM_UPDATE: WARP association for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] updated; parameter [chars], value [int]

Explanation A WARP association parameter has been modified.

Recommended Action No action is required.

Error Message %DOT1X-3-WPA_KEY_MIC_ERR: TKIP MIC errors reported in EAPOL key msg from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because the client reported TKIP MIC errors in an EAPOL key message that it received from the controller. This may be caused by an intruder and countermeasures may be taken.

Recommended Action If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message %DOT1X-3-WPA_SEND_STATE_ERR: Unable to send EAPOL-key msg - invalid WPA state ([int]) - client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Client authentication failed because the session was not in the correct state when attempting to send an EAPOL-key message.

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. 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.

