

# 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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](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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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](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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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://tools.cisco.com/Support/BugToolKit/>. 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.

