BASE and BCAST System Messages

This chapter contains the following topics:

BASE Messages

This section contains BASE subsystem (BASE) messages.

Error Message `%BASE-3-FILE_WRITE_FAIL: LIF: Error writing config file [chars].`

Explanation LIF: An error has occurred when writing to the configuration 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 `%BASE-6-LIF_DEL: LIF: Could not find matching table entry for LIF [dec].`

Explanation LIF: Could not find a matching table entry for the LIF.

Recommended Action No action is required.

Text Part Number:

Error Message `%BASE-3-LIF_REGISTRATION_FAIL: LIF: Unable to register for [chars] callback.`

Explanation   LIF: Unable to register for the specified callback.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://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 `%BASE-3-MAX_REGISTRATIONS: LIF registrar_ID [dec] greater than L7_LASTLIF_TYPE.`

Explanation   A maximum number of registrations for LIF notifications has been exceeded.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.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 `%BASE-6-REGISTRATION_EXISTS: LIF registrar_ID [dec] already registered.`

Explanation   The registration for the specified registration ID already exists.

Recommended Action   No action is required.

BCAST Messages

This section contains broadcast (BCAST) messages.

Error Message `%BCAST-3-AP_INFORM_FAILED:  Sending the join  message packet to AP failed`

Explanation   An error occurred while sending a join message to the AP.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.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 `%BCAST-4-CLIENT_NUM_GRP_EXCEEDED:  NUM of multicast groups the client has joined has exceeded max allowed number`

Explanation   Each client will be allowed to join a maximum of only 16 multicast groups. Join
requests beyond this max will be discarded.

Recommended Action   No action is required.

Error Message `%BCAST-3-CONFIG_SAVE_FAIL: Failed to save the Broadcast/Multicast configuration.`

Explanation   Saving of the config file for broadcast and multicast related configurations 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 `%BCAST-3-COUNT_MISMATCH:  Mismatch between the counts for data entries`

Explanation   While adding/deleting a snooped multicast group to the database there was a mismatch
between the count in the database and the running count.

Recommended Action   Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.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 `%BCAST-3-DELETE_FAILED:  Deletion of multicast group data failed`

Explanation   Deletion of a Bcast entry into the database tree 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 `%BCAST-4-DS_FWD_FAILED: Failed to forward multicast pkts over the DS.`

Explanation Failed to forward multicast packets over the DS.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.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 `%BCAST-4-FAP_FWD_FAILED: Failed to forward multicast pkt to foreignAPs.`

Explanation Failed to forward a multicast packet to foreign APs.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.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 `%BCAST-4-IGMPSEND_FAILED:  Transmisstion of IGMP report packet failed`

Explanation Transmission of the IGMP report packet has failed.

Recommended Action No action is required.

Error Message `%BCAST-3-IGMP_TYPE_MISMATCH:  recieved igmp query packets from wireless side`

Explanation The Controller does not expect to receive an IGMP request from the wireless side. The
packet is dropped.

Recommended Action No action is required.

Error Message `%BCAST-3-INSERTION_FAILED:  Insertion of multicast group data failed`

Explanation   Insertion of new multicast group data for the VLAN has failed. May be maximum number of groups joined.

Recommended Action   No action is required.

Error Message `%BCAST-3-INVALID_VLANID:  Recieved an igmp query with invalid vlanid`

Explanation   Received an IGMP query with invalid VLAN ID. The packet will be ignored

Recommended Action   No action is required.

Error Message `%BCAST-4-LRAD_FWD_FAILED: Failed to forward multicast pkt to LRAD`

Explanation   Forwarding to the LRAD has 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 `%BCAST-3-LWAPP_L2_PATH: Legacy LWAPP L2 path.`

Explanation   Legacy LWAPP L2 path.

Recommended Action   No action is required.

Error Message `%BCAST-3-MAC_ADDR_MISMATCH:  client addr between the bcast database and the mscb fails`

Explanation   There is mismatch between the bcast database and mscb 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 `%BCAST-3-MCAST_BCAST_DISABLE: Automatically disabling`
`multicast/broadcast forwarding (reason: [chars])`

Explanation Multicast-Unicast is not supported on the 2000 series controllers. If this is configured, multicast is automatically disabled and cannot be re-enabled until multicast group is configured.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.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 `%BCAST-4-MGID_QUEUE_EMPTY: Mgid queue is empty!.`

Explanation Mgid queue is empty. More than 4000 multicast groups in different vlan have been assigned!.

Recommended Action No action is required.

Error Message `%BCAST-3-NO_FREE_BUFFER: Out of system buffer.`

Explanation Out of system buffer.

Recommended Action Collect the output of 'show tech-support'.File a bug. Reboot the controller

Error Message `%BCAST-4-PKT_TYPE_NOT_EOIP: Packet over the tunnel [type [dec]] is not`
`Ethernet over IP packet.`

Explanation A packet which is not of protocol type Ethernet over IP is being dropped in the tunneled packet processing.

Recommended Action No action is required.

Error Message `%BCAST-4-Q_ADD_FAILED: Broadcast/Multicast queue add failed.`

Explanation Failed to add a message to the boradcast/multicast message queue. The queue may be ialready full. This may happen due to a host on DS side flooding with too many broadcast ARP requests for a wireless client, in a short span of time. Alternatively, it may happen due to too many broadcasted CDP packets over a short span of time. In both case the packets are dropped until the number of outstanding messages in the queue becomes less than 512. There is no other performance impact as such.

Recommended Action If the message is seen repeatedly, it means some host in the network is flooding with too many broadcast ARP request or CDP packets. Such situation needs to rectified in the network.

Error Message `%BCAST-0-Q_CREATE_FAILED: Failed to create the bcast queue.`

Explanation   The broadcast queue that is required to send information from other tasks to the bcastTask has 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 `%BCAST-4-RX_LLC: Received broadcast LLC packet.`

Explanation   A multicast packet has been received with the protocol type LLC.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.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 `%BCAST-4-RX_LWAPP_CTL: Received broadcast lwapp control packet.`

Explanation   Broadcast processing should not receiver a LWAPP control packet. These packets should go to LWAPP processing.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.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 `%BCAST-4-RX_WRONG_ETYPE: Received invalid mcast packet of type [hex].`

Explanation   A multicast packet has been received with the protocol type greater than or equal to 1500.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.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

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support representative and provide the representative with the information you have gathered.

Error Message `%BCAST-0-TIMER_CREATE_FAIL: Failed to create timer to enable`
`broadcast.`

Explanation A broadcast/multicast from the CPU to the NPU or kernel is suppressed when it hits a
high threshold. A timer is needed to periodically check if the flood of broadcast/multicast messages
has fallen below the low threshold. The creation of this timer has failed.

Recommended Action No action is required.

Error Message `%BCAST-0-TIMER_DESTROY_FAIL: Failed to destroy the timer for [chars].`

Explanation The timer API has failed to destroy the 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 `%BCAST-3-TIMER_INDEX_EXCEEDED:  IGMP query timeout happened for a`
`timer more than 5`

Explanation An IGMP query timeout has occurred for a timer more than 5.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.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 `%BCAST-0-TIMER_START_FAIL: Failed to start the timer for [chars].`

Explanation The timer API has failed to start the 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 `%BCAST-4-TUNNELED_NOT_DIX: Tunneled pkt not a DIX pkt. protocol type is [dec]`

Explanation   The remote controller always tunnels a DIX packet. The controller is dropping non-DIX packets.

Recommended Action   No action is required.

Error Message `%BCAST-4-TUNNELED_NOT_MCAST: Tunneled pkt is not a multicast pkt.`

Explanation   A tunneled unicast packet is being dropped in the tunneled multicast processing.

Recommended Action   No action is required.

Error Message `%BCAST-3-UNSOPPORTED_RX_FLAG: Packet with unsupported RX Flag [dec].`

Explanation   A packet is transmitted only if the packet is received either from Ethernet or LWAPP. In this case, this packet is not received from Ethernet or the LWAPP.

Error Message `%BCAST-3-UNSUPPORTED_MSG_TYPE: Received unsupported message (type = [dec]).`

Explanation   The message type in the bcast message queue is unknown.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.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 `%BCAST-3-USER_UNKNOWN:  The input packet has come from an unknown client`

Explanation   The input IGMP report packet has come from a client that is unknown to the switch.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.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 %BCAST-4-VAPID_OUT_OF_RANGE: In broadcast/multicast processing client database has incorrect wlan information, hence droppig packet. (wlan [dec])

Explanation In broadcast/multicast processing, the WLAN ID of the client in its database is beyond the range of valid WLAN IDs.

Recommended Action No action is required.