



CHAPTER 2

AAA and ACL System Messages

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AAA Messages

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

Error Message %AAA-5-AAA_AUTH_ADMIN_USER: Authentication [chars] for admin user '[chars]'

Explanation Authentication for an admin user.

Recommended Action No action is required.

Error Message %AAA-5-AAA_AUTH_NETWORK_USER: Authentication [chars] for network user '[chars]'

Explanation Authentication for a network user.

Recommended Action No action is required.

Error Message AAA-0-AAA_REPEAT_REQUEST: Authentication request already queued. Attempt to requeue.

Explanation An authentication request was already detected in the request queue. The system has attempted to requeue the same request.

Recommended Action None.

Error Message AAA-0-ARP_LOOKUP_FAIL: Default gateway ARP lookup failed.

Explanation A default gateway ARP lookup has failed when sending a RADIUS request over a dynamic 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/cisco/web/support/index.html>. 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 %AAA-4-ATTRIBUTE_LEN_EXCEED: ACL Name too long : [chars]

Explanation ACL name is too long.

Recommended Action No action is required.

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

Explanation An AVP is corrupted.

Recommended Action No action is required.

Error Message AAA-0-BUFF_ALLOC_FAILED: Could not allocate a system buffer. %s.

Explanation The system could not allocate a system buffer.

Recommended Action None.

Error Message %AAA-4-COMPUTE_AVP_SIZE_FAILED: Received bad AVP :[address] , Value Ptr =[address], Value Len=[dec].

Explanation Received a bad AVP.

Recommended Action No action is required.

Error Message %AAA-3-CONSTRUCT_UDP_RCV_SOCKET_FAILED: Could not construct UDP RCV socket. [chars].([dec]:[chars])

Explanation Could not construct a UDP RCV socket.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-4-COPY_AVP_BLOCK_FAILED: Could not copy AVPs to block. [chars]

Explanation Could not copy an AVP to the block.

Recommended Action No action is required.

Error Message %AAA-6-CREATE_AVL_TREE: Creating AVL tree with [dec] entries

Explanation Creating an AVL tree with entries.

Recommended Action No action is required.

Error Message %AAA-6-CREATE_CONFIG_FILE: Creating default aaaFile.cfg

Explanation Creating a default entity on the local database.

Recommended Action No action is required.

Error Message %AAA-4-CREATE_RADIUS_MES_FAILED: Could not create RADIUS message. [chars]. numAVPs: [dec].

Explanation Could not create a RADIUS message.

Recommended Action No action is required.

Error Message %AAA-3-CREATE_USR_TREE_FAILED: Could not create user AVL tree. Reason: [chars].

Explanation Could not create a user AVL tree.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-6-DB_ADD_BLACKLIST_USR: Adding blacklist user '[chars]' to AAA database.

Explanation Adding a blacklist user to the AAA database.

Recommended Action No action is required.

Error Message %AAA-6-DB_ADD_USER: Adding user '[chars]' to AAA database.

Explanation Adding an user to the AAA database.

Recommended Action No action is required.

Error Message %AAA-3-DB_INIT_FAILED: Error [dec] initializing database module [chars].

Explanation An error has occurred while initializing the database module.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-DB_MODULE_INIT_FAILED: Could not initialize module [chars]. [chars].

Explanation Could not initialize a module.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-DB_RECORD_ADD_FAILED: Could not add record to database. [chars].

Explanation Could not add a record to the 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 %AAA-6-DELETE_CLIENT_ACCOUNT_DELETED: Delete client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]because user account ([chars]) has been deleted.

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

Recommended Action No action is required.

Error Message %AAA-6-DELETE_CLIENT_GUEST_ACCOUNT_EXPIRE: Delete client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]because guest user account ([chars]) is expired

Explanation The system has deleted a client because a guest user account expired.

Recommended Action No action is required.

Error Message %AAA-3-EAPMETHOD_ADD_FAILED: Unable to add method '[chars]' to EAP profile for user '[chars]'. [chars].

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-EAPPROF_ADD_FAILED: Unable to add EAP profile for user '[chars]'. [chars].

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-FREELIST_ADD_FAILED: Unable to add to free list. [chars].

Explanation Unable to add to the free list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-FREELIST_DEL_FAILED: Unable to delete to free list. [chars].

Explanation Unable to delete to the free list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-6-FUNC_RUNNING: Running [chars]...

Explanation The system is running.

Recommended Action No action is required.

Error Message %AAA-3-GET_GUEST_START_TIME_FAILED: Could not get start time for guest user record. [chars].

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 AAA-0-GET_MTU_FAIL: Unable to get MTU for Interface no:%d.

Explanation The system has failed to get a maximum transmission unit (MTU) 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/cisco/web/support/index.html>. 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 %AAA-4-GET_RADIUS_PROXYSTATE_FAILED: Could not get proxy state. [chars].

Explanation Could not get a proxy state.

Recommended Action No action is required.

Error Message AAA-0-GET SOCK_INFO_FAIL: Get sockname system call failed.

Explanation The system has failed to get the source UDP port number.

Recommended Action None.

Error Message %AAA-6-GUEST_ACCOUNT_CREATE: Guest user account ([chars]) is created with lifetime ([dec]).

Explanation A guest user account has been created.

Recommended Action No action is required.

Error Message %AAA-6-GUEST_ACCOUNT_EXPIRE: Guest user account ([chars]) is expired

Explanation A guest user account has been created.

Recommended Action No action is required.

Error Message %AAA-3-GUEST_INFO_MALLOC_FAILED: Unable to allocate memory for guest account information of user [chars].

Explanation Unable to allocate memory for guest account information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-4-GUESTACCT_TIMERSET_FAILED: Unable to set timer for guest accounts. [chars].

Explanation Unable to set the timer for guest accounts.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-4-GUESTUSER_DEL_FAILED: Unable to delete the user '[chars]'. [chars].

Explanation Unable to delete a particular user from database.

Recommended Action No action is required.

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

Explanation Invalid RADIUS message authenticator for mobile.

Recommended Action No action is required.

Error Message %AAA-4-INVALID_AUTH_REQ_TYPE: Invalid RADIUS authentication type [int] in AAA request

Explanation Invalid RADIUS authentication type in the AAA request.

Recommended Action No action is required.

Error Message %AAA-4-INVALID_DATA_STRUCT: Could not validate the data structure - [chars].

Explanation Could not validate a data structure.

Recommended Action No action is required.

Error Message %AAA-4-INVALID_MESSAGE_AUTHENTICATOR: Invalid message authenticator received in [chars] from[dec].[dec].[dec].[dec]

Explanation Invalid message authenticator received.

Recommended Action No action is required.

Error Message %AAA-4-INVALID_RADIUS_PKT_SIZE: RADIUS packet too small.

Explanation A RADIUS packet is less than its minimum size.

Recommended Action No action is required.

Error Message %AAA-3-INVALID_REQUEST: Invalid AAA request. [chars]

Explanation The system has received an AAA request with a null or invalid payload.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-4-INVALID_REQUEST_TYPE: Received an invalid request type. ([hex]).

Explanation Received an invalid request type that is not related to AAA or accounting.

Recommended Action No action is required.

Error Message AAA-0-IP_FRAG_FAIL: IP fragmentation failed error code :%d.

Explanation The system has failed to do an IP fragmentation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-LDAP_CONNECT_SERVER_FAILED: LDAP DB Task [[dec]]: Connect to server failed (retry [dec]), rc= [dec] ([chars])

Explanation An LDAP DB Task connect to the server 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/cisco/web/support/index.html>. 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 %AAA-3-LDAP_COPY_ATTR_FAILED: Could not copy attributes returned by LDAP server. [chars]. Max AVPs: [int]. Max Ints: [dec].

Explanation Could not copy attributes returned by the LDAP server.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-4-LDAPMSG_SEND_FAILED: Could not send a message to LDAP task. [chars].

Explanation Could not send a message to the LDAP task.

Recommended Action No action is required.

Error Message %AAA-3-LDAP_TASK_FAILED: The main LDAP task failed. [chars]. Index: [dec]. Type: [dec].

Explanation The main LDAP task failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-LDAP_TIMER_CALLBACK_FAILED: Could not perform timer callback. [chars].

Explanation Could not perform a timer callback.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-LIFETIME_SET_FAILED: Unable to reset the lifetime of [chars] account [chars] in localdatabase.

Explanation Unable to reset the lifetime of an account in the local 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/cisco/web/support/index.html>. 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 %AAA-4-LIFETIME_VALUE_CORRUPT: Corrupted value of lifetime for guest user [chars].

Recommended Action The value of the lifetime for a guest user 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/cisco/web/support/index.html>. 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 %AAA-3-MEM_ALLOC_FAILED: Error allocating [dec] bytes on stack for message. Aborting..

Explanation An error has occurred when allocating memory off the stack for a message. The system is aborting.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-4-MESSAGE_TYPE_UNKNOWN: Unable to send AAA request, Unknown message type :[dec]

Explanation Unable to send an AAA request, because of an unknown message type.

Recommended Action No action is required.

Error Message %AAA-4-MSCB_NOT_FOUND: Unable to find Mobile Station Entry for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] .

Explanation Unable to find the Mobile Station Entry.

Recommended Action No action is required.

Error Message %AAA-4-MSG_RECV_FAILED: Failed to receive an incoming message. Error = [dec]:[chars].

Explanation Failed to receive an incoming message.

Recommended Action No action is required.

Error Message AAA-0-PDU_TRANSMIT_FAILED: Failed to transmit the PDU for the command %s.Return code:%d.

Explanation The system has failed to transmit the RADIUS request, protocol data unit (PDU) to the service class provider (SCP).

Recommended Action None.

Error Message %AAA-4-PROCESS_ACC_FAILED: Could not process accounting type [hex]. [chars].

Explanation Could not process an accounting type.

Recommended Action No action is required.

Error Message %AAA-4-PROC_PROXY_REQ_FAILED: Could not process proxy request. [chars]. RADIUSLength=[dec] , Transport Len =[dec], Message code=[dec].

Explanation Could not process a proxy request.

Recommended Action No action is required.

Error Message %AAA-4-PROC_PROXY_RESP_FAILED: Could not process a proxy RADIUS response. [chars]. RADIUS Length=[dec], Transport Length=[dec], Message Code=[dec].

Explanation Could not process a RADIUS response.

Recommended Action No action is required.

Error Message %AAA-4-PROC_RADIUS_RESP_FAILED: Could not process RADIUS response. [chars]. ResponseLength: [dec], Server: [dec].[dec].[dec].[dec] , ID:[dec] , Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Could not process a RADIUS response.

Recommended Action No action is required.

Error Message %AAA-3-PROXY_REQ_VALID_CRED_FAILED: Could not validate proxied request credentials. [chars].STA: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Could not validate proxied request credentials.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 AAA-0-AAA_PSTATS_NULL: For Radius server[%s] attempt to access pStats field which is NULL.

Explanation The Radius server stats attribute is encountered as 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/cisco/web/support/index.html>. 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 %AAA-4-RADACCTSRVR_STATESET_FAILED: Unable to set state of RADIUS accounting server [dec] to [dec]. [chars].

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

Recommended Action No action is required.

Error Message %AAA-4-RADAUTHSRVR_STATESET_FAILED: Unable to set state of RADIUS authentication server [dec] to [dec]. [chars].

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

Recommended Action No action is required.

Error Message %AAA-4-RADCLIENT_NOT_FOUND: RADIUS client [int].[int].[int].[int] not found in client list.

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

Recommended Action No action is required.

Error Message %AAA-6-RADIUS_IN_GLOBAL_LIST: RADIUS server [int].[int].[int].[int]:[int] [chars] in global list

Explanation A RADIUS server is in the global list.

Recommended Action No action is required.

Error Message %AAA-4-RADIUSMSG_SEND_FAILED: Unable to send RADIUS message to [chars] ([int].[int].[int].[int]):[int] (MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]). Reason : [chars].

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

Recommended Action No action is required.

Error Message %AAA-6-RADIUS_ON_WLAN: RADIUS server [int].[int].[int].[int]:[int] [chars] on WLAN [int]

Explanation A RADIUS server is on a WLAN.

Recommended Action No action is required.

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

Explanation A RADIUS server failed to respond to a request for STA.

Recommended Action No action is required.

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

Explanation The system is truncating a RADIUS response from a server at the AVP code for a message.

Recommended Action No action is required.

Error Message %AAA-4-RADSERVER_NOT_FOUND: Could not find appropriate RADIUS server for WLAN [dec] - [chars]

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

Recommended Action Verify the RADIUS server configuration and connectivity.

Error Message %AAA-4-RCV_FROM_UNKNOWN_SERVER: Received a [chars] from unknown server [int].[int].[int].[int]:[int]

Explanation Received a message from unknown server.

Recommended Action No action is required.

Error Message %AAA-4-RCV_FROM_WRONG_PRT: RADIUS msg received from wrong switchport, [dec], dropping

Explanation A RADIUS message has been received from the wrong switchport, and the message is being dropped.

Recommended Action No action is required.

Error Message %AAA-4-RCV_PKT_TO_RFC3576_PRT_FAILED: Received an unexpected [chars] from [dec].[dec].[dec].[dec]

Explanation Received an unexpected message.

Recommended Action No action is required.

Error Message AAA-0-RCV_WITH_WRONG_ENCAP: RADIUS msg with unexpected encapsulation, dropping.

Explanation A RADIUS message was ignored because the encapsulation was invalid.

Recommended Action None.

Error Message %AAA-4-REBUILD_DEFAULT_CONFIG: Rebuilding the default configuration for '[chars]'

Explanation Rebuilding the default configuration.

Recommended Action No action is required.

Error Message %AAA-6-RECREATE_ADMIN_LOGIN: Recreating admin login.

Explanation The system is recreating the default admin login.

Recommended Action No action is required.

Error Message %AAA-6-RECREATE_ADMIN_USR: Recreated the admin user.

Explanation The system recreated the admin user on the local database.

Recommended Action No action is required.

Error Message %AAA-4-RFC3576_REXMT_FAILED: Could not retransmit RFC-3576 message to [int].[int].[int].[int]:[int]. [chars].

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

Recommended Action No action is required.

Error Message %AAA-3-RFC_SOCKET_ERROR: RFC3576 socket error [dec] on socket [dec]

Explanation An RFC-3576 socket error has occurred on a socket.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-4-SEND_AAA_RESPONSE_FAILED: Could not send AAA response. [chars].

Explanation Could not send an AAA response.

Recommended Action No action is required.

Error Message %AAA-4-SEND_RFC_RESPONSE_FAILED: Could not send RFC-3576 response. [chars].

Explanation Could not send the RFC-3576 response.

Recommended Action No action is required.

Error Message %AAA-4-SEND_TPLUS_MES_FAILED: Could not send TACACS+ message. [chars]. ([dec]:[chars]).

Explanation Could not send a TACACS+ message.

Recommended Action No action is required.

Error Message %AAA-4-SET_SERVER_FAILED: Could not set RADIUS server. [chars].

Explanation Could not set the RADIUS server.

Recommended Action No action is required.

Error Message %AAA-4-SUPPLY_UNAME_PASS: Username & password must be supplied. User : [address], Pass: [address].

Explanation The username and password must be supplied.

Recommended Action No action is required.

Error Message %AAA-5-SYN_CALLBACK_FAILED: AAA Sync.Callback failed. [chars].

Explanation The AAA Sync.Callback has failed.

Recommended Action No action is required.

Error Message %AAA-3-TEST_NULL_FAILED: Unable to allocate memory off the stack.

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

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

Error Message %AAA-4-TPLUS_SERVER_NOT_FOUND: TACACS+ server not found. [chars]

Explanation The TACACS+ server has not been found

Recommended Action No action is required.

Error Message %AAA-4-TPLUS_SWITCHOVER_FAILED: TACACS+ server switchover failed. Current server is [dec].[dec].[dec].[dec].

Explanation The TACACS+ server switchover has failed

Recommended Action No action is required.

Error Message %AAA-5-TPLUS_SWITCHOVER_SUCCESS: TACACS+ server switchover successful. New server is [dec].[dec].[dec].[dec].

Explanation The TACACS+ server switchover is successful.

Recommended Action No action is required.

Error Message %AAA-4-TRANSLATE_AAA_TO_RADIUS_FAILED: Could not translate AAA AVP to RADIUS AVP. [chars].Code=[dec], ValueLen=[dec], VendorId=[dec], Buf=[address], BufSize=[dec].

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

Recommended Action No action is required.

Error Message AAA-0-TX_PKT_TOO_BIG: Radius Request Packet Being Sent via DTL too Big. Destination %u.%u.%u.%u. Max Len Supported for DTL %u. Actual Len being sent %u.

Explanation A RADIUS request packet that was sent via designated transit list (DTL) is too big.

Error Message %AAA-4-TXQUEUE_ADD_FAILED: Transmission queue full. Queue name: [chars]. Dropping sessionpackets.

Explanation The transmission queue is full. Session packets are being dropped.

Recommended Action No action is required.

Error Message %AAA-3-UNAME_TOO_LONG: Username too long. Username: [int].

Explanation The username is 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/cisco/web/support/index.html>. 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 %AAA-3-UPDATE_GUESTINFO_AT_LOGIN_FAILED: Unable to update guest user information at login for [chars]. [chars].

Explanation Unable to update guest user information at login.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-UPDATE_GUESTINFO_AT_LOGOUT_FAILED: Unable to update guest user information at logout for [chars]. [chars].

Explanation Unable to update guest user information at logout.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-6-USER_AUTH_PASSED: User authenticated. Username: [chars].

Explanation A user has been authenticated.

Recommended Action No action is required.

Error Message %AAA-3-USER_CHAP_CHECK_FAILED: Could not check the CHAP challenge. [chars].UsernameLength:[int]. Username: [chars].

Explanation Could not check the CHAP challenge.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-USERDBFILE_CREATE_FAILED: Unable to create user database file. [chars].

Explanation Unable to create a user database file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-USERDBFILE_LOAD_FAILED: Unable to load user database file. [chars].

Explanation Unable to load a user database file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-USER_DB_INIT_FAILED: User database not initialized.

Explanation The user database is not initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-USER_NAME_INVALID: Invalid username provided. [chars].

Explanation An invalid username has been provided.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-USER_PASS_CHECK_FAILED: Could not check password for user. [chars].UsernameLength: [dec]. Password Length:[dec].

Explanation Could not check the password for the user.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %AAA-3-VALIDATE_MSCHAP2_CRED_FAILED: Could not validate credentials for proxied RADIUS. [chars]. STA : [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (len [int])

Explanation Could not validate credentials for proxied RADIUS.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %%AAA-3-VALIDATE_GUEST_SESSION_FAILED:

Explanation This error message is logged in the message log file. The reason for this error message could be any of the following:

- User account entry not present
- User account not configured as guest
- User information not found
- Maximum guest user retries are 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/cisco/web/support/index.html>. 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.

ACL Messages

This section contains access control list (ACL) messages.

Error Message %ACL-3-ACE_GET_FAILED: Failed to get ACE from ACL. [chars]

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

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %ACL-3-CONFIG_STORE_FAILED: Failed to store Acl Config to Flash [chars].

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

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

Error Message %ACL-3-DB_LOCK_FAILED: Couldn't get exclusive access on the Acl database. [chars].

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

Recommended Action Try again if it fails and reset the controller.

Error Message %ACL-3-DB_UNLOCK_FAILED: Couldn't release exclusive access on the Acl database. [chars].

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

Recommended Action Reset the controller.

Error Message %ACL-3-ENTRY_CREATE_FAILED: Couldn't create ACL [chars]. [chars].

Explanation The system could not create an ACL.

Recommended Action Try another ACL name or delete the old ACL to create a new ACL.

Error Message %ACL-3-ENTRY_DELETE_FAILED: Failed to delete ACL Entry [chars]. [chars].

Explanation Failed to delete the ACL entry.

Recommended Action Free the ACL from the CPU interface, other interface, or WLAN.

Error Message %ACL-3-ENTRY_DONOT_EXIST: Unable to find an ACL by name "[chars]".

Explanation Unable to get an access control list by name.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %ACL-3-GET_FREE_ACL: Couldn't get an unused ACL. [chars].

Explanation The system could not get an unused ACL.

Recommended Action Delete the old ACL to create new ACL.

Error Message %ACL-3-GET_NAME_BY_ID_FAILED: Couldnt get ACL name by ID. [chars].

Explanation The system could not get an ACL name by the ID.

Recommended Action Provide the correct ACL ID.

Error Message %ACL-3-IMPRULE_DEL_AVOIDED: Deleting the implicit deny rule [dec] of ACL [chars] is not allowed.

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

Recommended Action No action is required.

Error Message %ACL-3-INFO_PUSH_FAILED: Failed to push CPU Acl info the NPU

Explanation Failed to push CPU ACL information to the NPU.

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

Error Message %ACL-3-INIT_FAILED: Failure in creating Acl Database. [chars].

Explanation Failed to create the semaphore to protect the ACL database .

Recommended Action Reset the controller.

Error Message %ACL-3-IPADD_TYPE_INCORRECT: Incorrect IP address type parameter of rule [dec] of ACL [chars]

Explanation The IP addresses can only be source or destination addresses.

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

Error Message %ACL-3-LOAD_CONF_FAILED: Acl config is corrupted. Resetting Acl config to default.

Explanation The configuration file is 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/cisco/web/support/index.html>. 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 %ACL-3-RULE_ACTION_INVALID: Incorrect action [dec] to set for the rule [dec] of the ACL [chars].

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

Recommended Action Set the action with either PERMIT or DENY.

Error Message %ACL-3-RULE_CREATE_FAILED: Can not Add Rule [dec] to ACL [chars]. [chars].

Explanation Cannot add rule to an ACL.

Recommended Action The maximum rule limit is achieved. Delete the old rule to create a new rule.

Error Message %ACL-3-RULE_DONOT_EXIST: Unable to [chars] the rule no.[dec] in ACL [chars]. No such rule exist

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

Recommended Action Check that the ACL name and the rule index are configured correctly.

Error Message %ACL-3-RULE_PUSH_FAILED: Pushing rule [dec] of Acl [chars] to the Network Processor Failed.

Explanation ACLs are applied in the Network Processor. They have to be pushed into the NPU. Pushing the rule of the ACL has failed.

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

Error Message %ACL-3-SET_PORT_RANGE_FAILED: Set Port Range failed for rule [dec] of ACL [chars]. [chars].

Explanation The Set Port Range failed for the type parameter for the ACL.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. 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 %ACL-3-SET_RULE_DIR_FAILED: Incorrect direction parameter for the rule [dec] of the ACL [chars]

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

Recommended Action Set the direction to a valid value.

