



## Cisco Wireless LAN Controller System Message Guide

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## Preface

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This preface describes the audience, organization, and conventions of the *Cisco Wireless LAN Controller System Message Guide*. It also provides information about how to obtain related documentation.

This chapter contains the following sections:

- [Audience, page ix](#)
- [Organization, page ix](#)
- [Conventions, page ix](#)
- [Related Documentation, page x](#)
- [Obtaining Documentation and Submitting a Service Request, page xi](#)

## Audience

This publication is designed for the installer and user with a working knowledge of Cisco Wireless LAN Controllers. Users of this publication might also include network administrators and other people responsible for setting up and maintaining these devices.

## Organization

This book is organized into the following chapters:

- [Chapter 1, “System Message Overview”](#) provides an introduction to system messages and an overview of how to read the system messages.
- The rest of the chapters in this document are organized alphabetically by the types of system messages.

## Conventions

Screen examples use the following conventions:

Convention	Description
<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[ ]	Elements in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Notes use the following conventions:



**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

## Related Documentation

These documents provide complete information about the Cisco Unified Wireless Network Solution:

- *Cisco 5500 Series Wireless Controller Installation Guide*
- *Cisco Flex 7500 Series Wireless Controller Installation Guide*
- *Cisco Wireless LAN Controller Command Reference*
- *Cisco Wireless Control System Configuration Guide*

- *Quick Start Guide: Cisco Wireless Control System*
- Quick start guide and hardware installation guide for your specific lightweight access point  
Click this link to browse to user documentation for the Cisco Unified Wireless Network Solution:  
[http://www.cisco.com/en/US/products/hw/wireless/tsd\\_products\\_support\\_category\\_home.html](http://www.cisco.com/en/US/products/hw/wireless/tsd_products_support_category_home.html)

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.





## System Message Overview

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This publication lists and describes system messages for Cisco Wireless LAN Controllers. The system software sends these messages to the console during operation. Not all system messages indicate problems with your system. Some messages are purely informational, while others might help to diagnose problems with communications lines, internal hardware, or the system software.

This chapter contains the following sections:

- [System Message Structure, page 1-1](#)
- [System Message Example, page 1-2](#)
- [Searching for System Messages in Online Documentation, page 1-2](#)

## System Message Structure

System messages are structured as follows:

%FACILITY-SEVERITY-MNEMONIC: Message-text

- FACILITY code

The facility code consists of two or more uppercase letters that indicate the facility to which the message refers. The facility code is preceded by a % sign.

A facility can be a device, a protocol, or a module of the system software. Examples of facility codes are %BCAST (messages that are related to broadcasting) and %LWAPP (messages that are related to the Lightweight Access Point Protocol).

- SEVERITY level

The severity level is a single-digit code from 0 to 7 that reflects the severity of the condition. A lower number indicates a more serious situation.

**Table 1-1** Message Severity Levels

Severity Level	Description
0 – emergency	System is unusable
1 – alert	Immediate action required
2 – critical	Critical condition
3 – error	Error condition
4 – warning	Warning condition

**Table 1-1** Message Severity Levels (continued)

Severity Level	Description
5 – notification	Normal but significant condition
6 – informational	Informational message only
7 – debugging	Message that appears during debugging only

- MNEMONIC code

The MNEMONIC code uniquely identifies the message.

- Message text

The message text is a text string that describes the condition. The text string sometimes contains detailed information about the event, including terminal port numbers, network addresses, or addresses that correspond to locations in the system memory address space. Because variable fields change from message to message, they are represented by short strings enclosed in square brackets ([ ]). A decimal number, for example, is represented as [dec].

**Table 1-2** Representation of Variable Fields in Messages

Representation	Type of Information
[chars] or [char] or %s	Character string
[dec] or %d	Decimal
[hex]	Hexadecimal integer
[int] or %u	Integer
[num]	Number

## System Message Example

The following is an example of a system message:

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

- %BCAST is the facility code.
- 3 is the severity level.
- UNSUPPORTED\_MSG\_TYPE is the mnemonic code.
- The system has received unsupported message (type = [dec]) is the message text.

## Searching for System Messages in Online Documentation

To search for a message in the online documentation, copy and paste the message that appears on the console or in the system log into the search function of your browser. Copy and paste these portions of the message:

```
%FACILITY-SEVERITY-MNEMONIC
```



## CHAPTER 2

# AAA and ACL System Messages

---

This chapter contains the following topics:

- [AAA Messages, page 2-1](#)
- [ACL Messages, page 2-21](#)

## 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 queue the same request again.

**Recommended Action** No action is required.

**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** The 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** No action is required.

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

**Explanation** The system has 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** The system 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** The system could not copy the AVPs to the block.

**Recommended Action** No action is required.

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

**Explanation** The system has created an AVL tree with entries.

**Recommended Action** No action is required.

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

**Explanation** The system has created a default entity in 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** The system 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** The system 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** The system has added 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** The system has added a 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** The system 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** The system 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/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-DELETE\_CLIENT\_ACCOUNT\_DELETED: Delete client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]because user account ([chars]) has been deleted.

**Explanation** The system deleted the specified client 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 had 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** The system is unable to add a method to the EAP profile 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-EAPPROF\_ADD\_FAILED: Unable to add EAP profile for user '[chars]'. [chars].

**Explanation** The system is 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** The system is 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** The system is 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** The system 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** The system 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** No action is required.

**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** The system is 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** The system is 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** The system is unable to delete the user from the 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** The system has detected an invalid RADIUS message authenticator for the mobile device.

**Recommended Action** No action is required.

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

**Explanation** The system has detected an 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** The system 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** The system has detected an invalid message authenticator.

**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** The system has 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** The system 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** The system 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** The system 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** The system is 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 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** %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** The system is 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** The system is 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** The system has 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, a protocol data unit (PDU), to the service class provider (SCP).

**Recommended Action** No action is required.

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

**Explanation** The system 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** The system 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** The system could not process a RADIUS response.

**Recommended Action** No action is required.

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

**Explanation** The system 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** The system could not validate the proxy 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 pStats 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** The system is 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** The system is 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** The system is 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** The system has received a message from an 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 a 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** The system has 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** No action is required.

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

**Explanation** The system is 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 created the admin user again 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** The system could not retransmit the RFC-3576 message to the 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** The system 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** The system 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** The system 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** The system 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** The system is 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 was not found.

**Recommended Action** No action is required.

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

**Explanation** 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** The system 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 the designated transit list (DTL) is too big.

**Recommended Action** Copy the message exactly as it appears on the 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-TXQUEUE\_ADD\_FAILED: Transmission queue full. Queue name: [chars]. Dropping sessionpackets.

**Explanation** When the transmission queue is full, the system drops the session packets.

**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** The system is unable to update guest user information at the time of logging on.

**Recommended Action** Copy the message exactly as it appears on the 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** The system is unable to update guest user information at the time of logging out.

**Recommended Action** Copy the message exactly as it appears on the 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** The 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** The system 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** The system is 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** The system is 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** The system has detected an invalid username.

**Recommended Action** Copy the message exactly as it appears on the 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** The system 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** The system could not validate credentials for proxy 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** The system is 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** The system failed to write the ACL configuration 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 the precedence or a rule in the ACL, the table needs to be locked by obtaining a semaphore. This process is failing.

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

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

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

**Recommended Action** Reset the controller.

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

**Explanation** 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** The system has 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** The system is 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 a 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 that is always the last rule in the ACL (an ACL allows 64 rules). This rule cannot be deleted.

**Recommended Action** No action is required.

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

**Explanation** The system has failed to push CPU ACL information to the NPU.

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

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

**Explanation** The system has 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 ACL 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** The system cannot add the rule to the ACL.

**Recommended Action** The maximum rule limit is achieved. Delete the old rule and 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** The system is unable to carry out the operation mentioned on the particular rule in the ACL because the rule does not exist.

**Recommended Action** Check whether 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.





# CHAPTER 3

## APF AUTOINST and AVL System Messages

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This chapter contains the following topics:

- [APF Messages, page 3-1](#)
- [AUTOINST Messages, page 3-71](#)
- [AVL Messages, page 3-72](#)

### APF Messages

This section contains access point functionality (APF) messages.

**Error Message** %APF-3-ACCTREQ\_SEND\_FAILED: Unable to send Radius Accounting Request for STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. CallingSTA:[chars], CalledSTA:[chars]. [chars].

**Explanation** The system is unable to send a RADIUS accounting 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/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** %APF-1-ADDMOBILE\_SEND\_FAILED: Could not send the LWAPP Add Mobile command to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] associated to Rogue AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].

**Explanation** The system could not send the LWAPP Add Mobile command to an AP, either due to an internal error or due to an AP validation 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/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** %APF-1-ADD\_TO\_BLACKLIST\_FAILED: Unable to create exclusion-list entry for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** This is a security alert. A mobile station was blacklisted but could not be added to the list due to 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/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** %APF-6-AES\_REQ\_REJECT: Rejecting RSN request for unicast AES from mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The RSN request from the mobile station is rejected because the 80211i security information element validation failed.

**Recommended Action** Check the WLAN configuration to which the mobile station is trying to associate. Resolve the configuration conflict.

**Error Message** %APF-3-AID\_UPDATE\_FAILED: Error updating Association ID for REAP AP Client[hex]:[hex]:[hex]:[hex]:[hex]:[hex] - AID [int]

**Explanation** The system has failed to update an Association ID for the REAP AP 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/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** %APF-6-AIRSPC\_WARP\_KCID: WARP KCID:  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Recommended Action** No action is required.

**Error Message** %APF-1-AP\_AUTO\_CONTAIN\_MISCONFIGURED: Auto-containing misconfigured AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] as per policy.

**Explanation** Validation of the configuration of the AP against a third party Trusted AP policy failed. Autocontaining is incorrectly configured for the AP as per the 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/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** %APF-3-AP\_DESCP\_EXCEEDED: AP group name or Description should not exceed 32 characters

**Explanation** An AP group name or description cannot exceed 32 characters in length.

**Recommended Action** Specify an AP group name up to 32 characters in length.

**Error Message** %APF-3-APF\_WIRED\_GUEST\_CLIENT\_CREATE\_FAILURE: Unable to create wired guest client entry for [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-APF\_SITE\_WLAN\_ENABLE\_FAILS: enabling WLANs failed for AP [chars]

**Explanation** The system failed to enable the WLANs on the AP.

**Recommended Action** Delete and re-create the AP group.

**Error Message** %APF-3-APF\_WIRED\_GUEST\_EXCLUDED\_CLIENT: Received a packet from excluded wired guest client [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-APPLY\_ACL\_POLICY\_FAILED: Could not Apply ACL Policy. [chars].

**Explanation** An ACL policy cannot exceed 32 characters in length.

**Recommended Action** Specify an ACL policy up to 32 characters in length.

**Error Message** %APF-3-APPLY\_OVERRIDE\_FAILED: Msgdef (APPLY\_OVERRIDE\_FAILED, APF, LOG\_ERR, (MSG\_TRACEBACK), Could not Apply Override. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], SSID: [chars].

**Explanation** The system could not apply a WLAN policy. Either the associating WLAN was deleted or disabled.

**Recommended Action** Check the status of the associating WLAN.

**Error Message** %APF-3-ASSLEN\_DIFF\_FROM\_REASSLEN: Association WPA/RSN IE length [dec] is different from Reassociation IE length [dec]

**Explanation** The WPA/RSN IE length in the reassociation request is different from the WPA/RSN IE length in the association 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/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** %APF-3-ASSOCREQ: [chars]

**Explanation** The system failed to validate the capability field from an association 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/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** %APF-6-ASSOCREQ\_PARSE\_FAILED: Error parsing Assoc Request from STA[hex]:[hex]:[hex]:[hex]:[hex]:[hex] -- IE Type [int], IE Length [int],dataLen [int]. [chars].

**Explanation** An error occurred when the system tried to parse an association request from the STA.

**Recommended Action** No action is required.

**Error Message** %APF-4-ASSOCREQ\_PROC\_FAILED: Failed to process an association request from[hex]:[hex]:[hex]:[hex]:[hex]:[hex]. WLAN:[dec], SSID:[chars]. [chars].

**Explanation** The system failed to process an association request from a mobile station.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-ATIM\_FRAM\_DROP: Ignoring ATIM frame..

**Explanation** The system currently does not process 802.11 ATIM frames.

**Recommended Action** No action is required.

**Error Message** %APF-1-AUTH\_FAILED: Authentication failure (status [dec]) from STA[hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].

**Explanation** An authentication failure from the STA has occurred. Verify the WEP 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/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** %APF-1-AUTHMOBILE\_SEND\_FAILED: Could not send the LWAPP Authenticate Mobile command to rogue AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].

**Explanation** The system could not send the LWAPP Authenticate Mobile command to the rogue 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/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** %APF-3-AUTHMSG\_SEND\_FAILED: Unable to send Authentication message to STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].

**Explanation** The system is unable to send an authentication message to a station.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-AUTO\_CONTAIN\_AP\_NOT\_SUPPORTED: Unable to add foreign access point [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An error has occurred during the data validation of migrated data.

**Recommended Action** No action is required.

**Error Message** %APF-3-AUTO\_CONT\_NOT\_SUPPORTED: Auto-containment of [chars] is not supported. Disabling.

**Explanation** A data validation is done after the migration of the data to a newer software version.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-AUTO\_ENABLE\_DOT1XAKM: Auto-enabling 802.1x AKM for WLAN '[chars]'

**Explanation** If no Authentication Key Management is selected, then the 802.1X AKM is selected as a default for the 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/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** %APF-1-AUTO\_ENABLE\_WPA2\_AES: Auto-enabling WPA2 AES for WLAN '[chars]'

**Explanation** If WPA2/RSN is enabled and nothing is selected for the WLAN, then the cipher suite is set as the default to AES.

**Recommended Action** No action is required.

**Error Message** %APF-1-AUTO\_ENABLE\_WPA\_TKIP: Auto-enabling WPA TKIP for WLAN '[chars]'

**Explanation** If WPA is enabled and nothing is selected for the WLAN, then the cipher suite is set as the default to TKIP.

**Recommended Action** No action is required.

**Error Message** %APF-2-BAD\_PMK\_CACHE\_ENTRY: Found a bad PMK cache entry for Station:[hex]:[hex]:[hex]:[hex]:[hex]:[hex] deleting the entry

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-BUILD\_NETNAME\_FAILED: Could not build valid network name -- using default

**Explanation** The system could not build valid a network name. The default name will be used.

**Recommended Action** No action is required.

**Error Message** %APF-1-CAN\_NOT\_ASS\_WITH\_ROGUE\_AP: Can not associate with [chars] Rogue AP.

**Explanation** An association has failed with a rogue 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/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** %APF-3-CCKM\_CREATE\_PTSKA\_FAILED: Could not generate PTK from BTK stored. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not generate a PTK. The system has detected an invalid unicast encryption policy for the mobile station.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-0-CHANGE\_DOT11G\_SUPP: 802.11g Support changing from [chars] to [chars]. APs will reload.

**Explanation** 802.11g support changes. APs are being reloaded.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-CHANGE\_ORPHAN\_PKT\_IP: Changing orphan packet IP address for station[hex]:[hex]:[hex]:[hex]:[hex]:[hex] from [int].[int].[int].[int] --->[int].[int].[int].[int]

**Explanation** The system is changing the orphan packet IP address for a station.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-CHANGE\_ROGUE\_STATE\_FAILED: Can not change state on rogue[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system cannot change the state on the rogue.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-CHECK\_EXT\_SUPP\_RATES\_FAILED: Could not check extended supported rates. [chars]. Length :[dec]. Mobile MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system could not check extended supported rates.

**Recommended Action** Verify the data rate on the client.

**Error Message** %APF-3-CHECK\_SUPP\_RATES\_FAILED: Could not check supported rates. [chars]. Length :[dec]. Mobile MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system could not check supported rates.

**Recommended Action** Verify the data rate on the client.

**Error Message** %APF-3-CLEAR\_TKN\_TABLE\_ENTRY\_FAILED: Trying to clean an empty token entry [dec]!.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-CONFIG\_FILE\_SAVED: Config file '[chars]' saved to flash.

**Explanation** The system saved the configuration file onto flash.

**Recommended Action** No action is required.

**Error Message** %APF-1-CONFLICT\_IN\_ASS\_REQ: Conflicting Supported Rates in Association Request from[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Conflicting supported rates in association request.

**Recommended Action** Verify data-rate on mobile.

**Error Message** %APF-3-CONVERT\_HEX\_KEY\_FAILED: Could not convert Hex Key into Binary data. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Specify the WEP Hex Key again.

**Error Message** %APF-5-COUNTRY\_NOT\_FOUND: Country '[chars]' not found in country database.

**Explanation** The country is not found in the country 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** %APF-3-CREATE\_CCKM\_REASS\_RESPONSE\_IE\_FAILED: Could not build the CCKM Reassociation response IE.[chars]. Mobile: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not build the CCKM Reassociation response IE.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-CREATE\_DOT11i\_IE\_FAILED: Could not create DOT11i Info element. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-CREATE\_KCID\_INFO\_ELEMENT\_FAILED: Could not create the KC-ID information element. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-CREATE\_OVERRIDE\_FAILED: Could not Create Override. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], SSID: [chars].

**Explanation** The system could not create an override.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-CREATE\_PMK\_CACHE\_FAILED: Attempt to insert PMK to the key cache failed. [chars].Length: [dec]. Station:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-CREATE\_SITE\_WITH\_NAME\_FAILED: Cannot create site with reserved name '[chars]'

**Explanation** Illegal name for new site.

**Recommended Action** Specify the name of new site again.

**Error Message** %APF-3-CREATE\_VLAN\_IP\_INTERFACE\_FAILED: Could not create a virtual IP interface for VLAN.[chars].

**Explanation** The system could not create a virtual IP interface for a VLAN due to a data conflict in the configuration.

**Recommended Action** Check other WLANs and port configuration data.

**Error Message** %APF-3-CREATE\_WARP\_ADV\_IE\_FAILED: Unable to create WARP ADVERTISEMENT IE

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-CREATE\_WARP\_M\_KCID\_IE\_FAILED: Unable to create WARP M-KCID IE

**Explanation** The system is unable to create WARP M-KCID IE.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-CREATE\_WEP\_CACHE\_FAILED: Attempt to insert WEP key failed. [chars]. Recv Length: [dec], Send Length:[dec]. Station: [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** An attempt to insert WEP key 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** %APF-0-DISABLE\_IPSEC\_WLAN: Disabling Ipvsec WLAN (id [dec], SSID '[chars]') [chars].

**Explanation** An IPsec WLAN is being disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-DISABLE\_UNSUPPORTED\_FEATURE: Feature: [chars] found enabled, which is not supported by the country([chars]) configured. Disabling it.

**Explanation** The system has detected the feature as enabled, but the feature is not supported in the country for which it is configured. The system has disabled the feature.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-DISABLE\_WLAN\_FAILED: Unable to disable WLAN [dec].

**Explanation** The system is unable to disable the 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/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** %APF-1-DISCONNECT\_MOBILE\_DUE\_TO\_WLAN\_SWITCH: Disconnecting mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] due to switch of WLANs from [dec] to [dec]

**Explanation** The system is going to disconnect a mobile due to a switch of the WLAN.

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

**Error Message** %APF-3-DOT11\_AUTH\_MODE\_SET\_FAILED: Could not set the 802.11 authentication mode. [chars]. Mode: [dec] WLAN:[chars].

**Explanation** The system could not set the 802.11 authentication mode.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-0-DOT11G\_NOT\_PERMITTED: 802.11g not permitted in configured country - disabling.

**Explanation** 802.11g is not permitted in the country for which it is configured. The system has disabled the feature.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-DOT11N\_QOS\_DISABLED\_NOT\_PERMITTED: 802.11n rates requires WMM - disabling 11n rates on WLAN

**Explanation** 802.11n rates require WMM. The system has disabled 11n rates on the 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/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** %APF-4-DOT1P\_TAGS: Dot1P Tags [chars] for all APs connected to this switch

**Explanation** Dot1P tags for all APs are connected to a 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/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** %APF-6-DOT1X\_REQ\_REJECT: Rejecting request for 802.1x on port [dec] from mobile[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has rejected a request for 802.1X on a port from a mobile.

**Recommended Action** No action is required.

**Error Message** %APF-3-ENABLE\_WLAN\_FAILED: Unable to enable WLAN [dec].

**Explanation** The system is unable to enable the 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/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** %APF-3-ENCRYPTPOLICY\_NOT\_FOUND: Unable to find Encryption Policy for Mobile: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. Traffic Type:[chars], Security Method:[chars].

**Explanation** The system is unable to find an encryption policy for the mobile station entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-FOREIGNAP\_NOT\_FOUND: Unable to locate foreign AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]for [chars].

**Explanation** The system is unable to locate a foreign 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/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** %APF-3-GET\_CURR\_RSSI\_FAILED: Could not get mos recent RSSI and its timestamp. [chars].

**Explanation** The system could not get the most recent RSSI and its timestamp.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-GET\_MULTI\_ENC\_POL\_FAILED: Could not Get Multicast Encryption Policy. [chars].WPA2:[dec].

**Explanation** The system could not get a Multicast Encryption 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/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** %APF-3-GET\_SECURITY\_POLICY\_FAILED: Could not get security policy. [chars]. WLAN: [chars]

**Explanation** The system could not get the security 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/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** %APF-3-GET\_TKN\_BKT\_FAILED: Could not get Token Bucket Entry. [chars].

**Explanation** The system could not get the Token Bucket Entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-GUEST\_ASSIGNED\_IP: Guest User ([chars]) with MAC Address ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) assigned IP Address ([int].[int].[int].[int])

**Explanation** IP address has been assigned to a guest user.

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

**Error Message** %APF-3-GUEST\_INIT\_FAILED: Could not Create [chars]

**Explanation** Wired guest initialization 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** %APF-1-HANDOFF\_END\_RCVD: Handoff end received[chars] (peer Ip: [dec].[dec].[dec].[dec], sender:[dec].[dec].[dec].[dec], Role:[dec]) for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Handoff end received for a mobile.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-IGNORE\_IDLE\_TIMEOUT: Ignoring Idle-Timeout event from the NPU for STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex] associated to REAP AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]([int])

**Explanation** The system is ignoring Idle-Timeout event from the NPU for the STA, which is associated with the REAP 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/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** %APF-1-INVALID\_AUTH\_MSG\_LEN: Invalid authenticate message length.

**Explanation** The system has detected an invalid authenticate message 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/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** %APF-1-INVALID\_AUTH\_SEQ\_NUM: Invalid authentication sequence number.

**Explanation** The system has detected an invalid authentication sequence number.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-INVALID\_CAC: Invalid Admission control ([dec]) specified for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex] slotId [dec]

**Explanation** The system has detected that an invalid admission control is specified for a station.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-INVALID\_CONF\_CHANNEL: Invalid configured channel on AP [chars].

**Explanation** The system has detected that an invalid configured channel is on 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/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** %APF-3-INVALID\_DOT11\_ENCRPT\_MODE: Invalid 802.11 encryption mode ([dec]) provided for WLAN [chars]

**Explanation** The system has detected that an invalid 802.11 encryption mode is provided for the 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/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** %APF-1-INVALID\_ENC\_POL\_SET: Invalid encryption policy set for [chars].

**Explanation** The system has detected that an invalid encryption policy is set.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-INVALID\_ENCRYPT\_POLICY: Invalid Encryption Policy ([dec]) set for [chars] WLAN.

**Explanation** The system has detected that an invalid Encryption Policy is set for the 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/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** %APF-0-INVALID\_FRAME\_LEN: Frame length out of bounds: [dec].

**Explanation** The frame length is out of bounds.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-INVALID\_INFO\_ELEMENT\_LEN: Invalid SSID Information Element length in probe request from [chars].

**Explanation** The system has detected that an invalid SSID Information Element length in the probe 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/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** APF-0-INVALID\_IP: AP ip address is not valid. Discarding packet to AP.

**Explanation** The packet is discarded because the IP address of the access point is invalid or zero.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-INVALID\_MAC\_FILTER\_DMTR\_SETTING: Invalid MAC filter delimiter setting for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has detected that an invalid MAC filter delimiter that is set for the mobile station.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-INVALID\_MOB\_STATION\_STATE: Invalid mobile station state - unable to expire [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to expire the mobile station state because it is 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/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** %APF-3-INVALID\_MTU: Invalid MTU ([int]) Discarding packet to AP [dec].[dec]:[dec].[dec] ([dec])

**Explanation** The system could not send the packet to the AP because the specified MTU is out of the allowed range.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-INVALID\_RADIO\_CONFIG: Invalid configuration found for [chars] radio. [chars].

**Explanation** The system has detected an invalid configuration found for a radio.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-INVALID\_RADIO\_TYPE: Invalid radio type [dec] received.

**Explanation** The system has detected an invalid radio type is received.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-INVALID\_RSN\_IE\_CAPABILITY: Received an invalid RSN IE capability. [chars].

**Explanation** The system has received an invalid RSN IE capability.

**Recommended Action** No action is required.

**Error Message** %APF-3-INVALID\_SEC\_BIT: Invalid security bit [hex] provided for WLAN [chars]

**Explanation** The system has detected an invalid security bit is provided for the 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/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** %APF-3-INVALID\_SEC\_COMBINATION: Cannot configure export anchor when IPv6 is enabled.

**Explanation** IPv6 and Export Anchors cannot be enabled on a WLAN simultaneously.

**Recommended Action** Disable IPv6 if export anchors need to be added to the WLAN configuration.

**Error Message** %APF-3-INVALID\_SEC\_POL: Invalid Security Policy [hex] ([chars])

**Explanation** The system has detected an invalid Security 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/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** %APF-4-INVALID\_STAAPL\_IE: Received invalid STA APL IE from STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received an invalid STA APL IE from a STA.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-INVALID\_STATUS\_CODE: Invalid status code in authenticate message.

**Explanation** The system has detected an invalid status code in the authenticate 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/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** %APF-3-LOCALHANDOFF: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-MAKE\_CHANGE\_DOT11A\_FAILED: Attempting to make changes to 802.11A while active.

**Explanation** The system is attempting to make changes to 802.11A while active.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-MAKE\_CHANGE\_DOT11B\_FAILED: Attempting to make changes to 802.11B while active.

**Explanation** The system is attempting to make changes to 802.11B while active.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-MIGRATE\_CONFIG: Migrating [chars] Config from Version [dec] to Version [dec]

**Explanation** The system is migrating configuration from one version to another version.

**Recommended Action** No action is required.

**Error Message** %APF-1-MM\_ANCHOR\_DENIED: Anchor denied for mobile:  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Anchor denied for a mobile.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-MOBILE\_ADD\_FAILED: Unable to add mobile  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] to PEM module.

**Explanation** Policy Enforcement module rejected the request to add the mobile station.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-MOBILE\_ANNOUNCE\_CLSN: Announce collision for  
mobile[hex]:[hex]:[hex]:[hex]:[hex]:[hex], deleting.

**Explanation** The system has announced a collision for the mobile. The system is deleting the mobile.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-MOBILE\_CONF\_ON\_CTRL: Mobile  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not doing CKIP KP, which is configured on  
controller.

**Explanation** The mobile is not doing a CKIP KP, which is configured on the controller.

**Recommended Action** No action is required.

**Error Message** %APF-6-MOBILE\_DOING\_CCKM: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is doing CCKM.

**Explanation** The mobile is doing a CCKM.

**Recommended Action** No action is required.

**Error Message** %APF-6-MOBILE\_DOING\_CKIP: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is doing CKIPMMH-MIC, which is not configured on controller.

**Explanation** The mobile is doing a CKIP MMH-MIC, which is not configured on the controller.

**Recommended Action** No action is required.

**Error Message** %APF-1-MOBILE\_ENTRY\_CREATE\_FAILED: Could not create Mobile Station Entry. [chars]. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], Type: [chars]. Mobile rejected.

**Explanation** The system could not create a mobile station entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-MOBILE\_ENTRY\_NAC\_STATE\_SET\_FAILED: Could not set NAC state for Mobile Station Entry. [chars]. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system could not set the NAC state for the mobile.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-MOBILE\_EXCLUDED: Excluded the mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system has set the station on the exclusion list.

**Recommended Action** No action is required.

**Error Message** %APF-1-MOBILE\_LOCATION\_UPDATE\_FAILED: Could not update the mobile station location. [chars].AP:[chars]. Port:[dec]. Config:[dec].

**Explanation** The system could not update the mobile station 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/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** %APF-1-MOBILE\_NOT\_AUTH: Mobile Station has not authenticated.

**Explanation** The mobile station was not authenticated.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-MOBILE\_NOT\_CONF\_ON\_CTRL: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is doing CKIP KP, which is not configured on controller.

**Explanation** The mobile is doing a CKIP KP, which is not configured on the controller.

**Recommended Action** No action is required.

**Error Message** %APF-3-MOBILE\_NOT\_DOING\_CCKM: Mobile entry in cache is not doing CCKM [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The mobile entry in the cache is not doing a CCKM.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-MOBILE\_NOT\_DOING\_CKIP: mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not doing CKIPMMH-MIC, which is configured on controller.

**Explanation** The mobile is not doing a CKIP MMH-MIC, which is configured on the controller.

**Recommended Action** No action is required.

**Error Message** %APF-6-MOBILE\_NOT\_EXCLUDED: Could not exclude the mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system could not exclude the mobile. Either the mobile is already on the exclusion list or exclusion might be disabled for this specific mobile.

**Recommended Action** No action is required.

**Error Message** %APF-4-MOBILESTATION\_NOT\_FOUND: Could not find the mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in internal database

**Explanation** The system could not find the mobile station in the internal database.

**Recommended Action** No action is required.

**Error Message** %APF-1-MOVED\_ADHOC\_CLIENT\_TO\_AUTOCONTAIN: Moved adHoc client [chars] to auto-contained state.

**Explanation** The system moved the ad hoc client to the autocontained 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/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** %APF-1-MOVED\_AP\_TO\_AUTOCONTAIN: Moved AP [chars] to auto-contained state.

**Explanation** The system moved the AP to the autocontained 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/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** %APF-3-MSCB\_DEL\_FAILED: Unable to delete the MSCB entry ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) from [chars] list.

**Explanation** The system is unable to delete the MSCB entry from the 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** %APF-3-MSGFAC: State change received for an unsupported radio type.

**Explanation** The system received a state change for an unsupported radio 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/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** %APF-3-NAME\_PTR\_MISSING: Missing ACL name pointer.

**Explanation** Missing ACL name pointer.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-NO\_CONFIG\_CHANGES: Not saving '[chars]' - no config changes.

**Explanation** The system failed to save because there were no changes to the configuration.

**Recommended Action** No action is required.

**Error Message** %APF-1-NOT\_ADV\_SSID\_ON\_AP: Not advertising SSID [chars] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] due to [chars].

**Explanation** The system did not advertise SSID on 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/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** %APF-4-NOT\_ADV\_SSID\_ON\_\_AP: Not advertising SSID [chars] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] due to [chars].

**Explanation** The system did not advertise SSID on 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/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** %APF-1-NOT\_ADV\_SSID\_ON\_REAP\_AP: Not advertising SSID [chars] on REAP AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] due to [chars].

**Explanation** The system did not advertise SSID on the REAP 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/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** %APF-0-NOTIFICATION\_TIMER\_NOT\_CREATED: [chars] Could not create Apf-Loep Notification timer...

**Explanation** The system could not create the APF-LOCP notification 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/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** %APF-4-NOTIFMSG\_PROC\_FAILED: Failed to process a notification message (MsgLen=[int],Tag=[int],TagLen=[int]). [chars].

**Explanation** The system has failed to process a notification 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/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** %APF-6-NULL\_DATA\_IN\_ADDTS\_REQ: NULL data in ADD TS Request from STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex] -- dataLen [int]

**Explanation** The system has detected null data in the ADD TS request from the STA.

**Recommended Action** No action is required.

**Error Message** %APF-4-OLD\_ACE\_RCL\_IE\_PRESENT: Old ACE RCL IE is present in mscb for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An old ACE RCL IE is present in MSCB for a station.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-PARSE\_BSN\_PKT\_FAILED: Could not parse Bsn Packet. Reason:[chars].

**Explanation** The system could not parse the BSN 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/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** %APF-4-PARSE\_ETH0VIP\_PKT\_FAILED: Could not parse Eth0vIP Packet.  
Reason: [chars].

**Explanation** The system could not parse the Eth0vIP 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/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** %APF-4-PARSE\_NPU\_PKT\_FAILED: Could not parse NPU Packet.  
Reason: [chars].

**Explanation** The system could not parse the NPU 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/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** %APF-3-PDU\_ENCAP\_FAILED: Failed to encapsulate a PDU for transmission to station[hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].

**Explanation** The system has failed to encapsulate a PDU for transmission to the station.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-PKT\_LEN\_MORE\_THAN\_MAXDOT11MTU: Packet length [dec] greater than max 802.11 MTU

**Explanation** The packet length is greater than the maximum 802.11 MTU.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-PROC\_ACTION\_FAILED: Could not process 802.11 Action. [chars]. Mobile:[chars].

**Explanation** The system could not process the 802.11 action.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-PROC\_ASS\_RADIUS\_RES\_FAILED: Could not Process Association after RADIUS response.[chars].

**Explanation** The system could not process the association request after the RADIUS response.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-PROC\_CLIENT\_ASS\_RES\_FAILED: Could not process client association response. [chars].

**Explanation** The system could not process a client association response.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-PROC\_DOT11\_MAC\_MGMT\_DATA\_FAILED: Could not Process 802.11 MAC mgmt Data. [chars].

**Explanation** The system could not process the 802.11 MAC management data.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-PROCESS\_WME\_ADDTS\_REQ\_FAILED: Could not Process the WME ADDTS Command. [chars].STA:[hex]:[hex]:[hex]:[hex]:[hex]:[hex] -- IE Tpye:[int]. IELength:[int].DataLen: [int]

**Explanation** The system could not process the WME ADDTS command.

**Recommended Action** No action is required.

**Error Message** %APF-1-PROC\_INSTALL\_ORPHAN\_IPADD\_FAILED: Could not install the Orphan Packet IP address. [chars].STA:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]. Orphan PktIP:[int].[int].[int].[int]. Framed IP:[int].[int].[int].[int].

**Explanation** The system could not install the Orphan Packet 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/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** %APF-1-PROC\_MM\_RES\_FAILED: Could not process MM response. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system could not process the MM response.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-PROC\_ORPHAN\_MSG\_DS\_FAILED: Could not process frames received for unknown mobile from the DS. [chars].

**Explanation** The system could not process the frames received for an unknown mobile from 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/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** %APF-4-PROC\_RADIUS\_ASS\_RES\_FAILED: Could not process RADIUS association response. [chars].State: [dec] [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not process the RADIUS association response.

**Recommended Action** No action is required.

**Error Message** %APF-1-PROC\_RSN\_WARP\_IE\_FAILED: Could not process the RSN and WARP IEs. [chars].MobileStation: [hex]:[hex]:[hex]:[hex]:[hex]:[hex], SSID:[chars].

**Explanation** The system could not process the RSN and WARP IEs.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-PSK\_REQ\_REJECT: Rejecting request for PSK on port [dec] from mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is rejecting the request for PSK on a port from a mobile station.

**Recommended Action** No action is required.

**Error Message** %APF-3-PUT\_CHANGE\_ON\_QUEUE\_FAILED: Could not put link state changes on the queue. [chars].

**Explanation** The system could not put link state changes in the queue.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-PWR\_TRAP\_SEND\_FAILURE: Could not send trap for power change event on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-QOSLOAD\_DEL\_FAILED: Unable to remove AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]([dec]) from QoS load.

**Explanation** The system is unable to remove the AP from the QoS load.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-QUARANTINE\_VLAN: Quarantine VLAN, force it to central switch for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A quarantine VLAN has been forced to the central switch for a mobile.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-0-QUEUE\_NOT\_FOUND: [chars] Queue is not created yet.

**Explanation** The system has not created the queue yet.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-RADIUS\_OVERRIDE\_DISABLED: Radius overrides disabled, ignoring source [int]

**Explanation** RADIUS overrides are disabled.

**Recommended Action** No action is required.

**Error Message** %APF-4-RCV\_ACTION\_FRM\_WITH\_CODE: Received Action frame with code [dec] from mobile station [chars]

**Explanation** The system has received an action frame with a code from a mobile station.

**Recommended Action** No action is required.

**Error Message** %APF-3-RCV\_ASS\_RREQ: We've received an Association request - must have been an error.

**Explanation** The system has received an erroneous association 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/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** %APF-1-RCV\_CORRUPT\_PKT: Received a corrupted packet from [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - DOS?.

**Explanation** The system has 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/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** %APF-4-RCV\_INVALID\_ACTION\_CODE: Received invalid action code [dec] from mobile station [chars]

**Explanation** The system has received an invalid action code from a mobile station.

**Recommended Action** No action is required.

**Error Message** %APF-3-RCV\_INVALID\_AP\_STATE: Received an invalid state for AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex] slot [dec]

**Explanation** The system has received an invalid state for 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/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** %APF-4-RCV\_INVALID\_ARLDP\_PKT: Received invalid ARLDP packet (received [dec] bytes, expected[dec]).

**Explanation** The system has received an invalid ARLDP packet.

**Recommended Action** No action is required.

**Error Message** %APF-1-RCV\_INVALID\_DOT1P\_PRTY\_TAG: Received an invalid 802.1p ([dec]) from RADIUS for[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received an invalid 802.1p from 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** %APF-1-RCV\_INVALID\_DSCP: Received an invalid DSCP ([dec]) from RADIUS for [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

**Explanation** The system has received an invalid DSCP from 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** %APF-1-RCV\_INVALID\_MOBILITY\_MSG: Received an invalid mobility message for [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

**Explanation** The system has received an invalid mobility 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/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** %APF-1-RCV\_INVALID\_QOS\_LEVEL: Received an invalid QoS Level ([dec]) from RADIUS for [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

**Explanation** The system has received an invalid QoS Level from 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** %APF-4-RCV\_INVALID\_SUPP\_RATE: RLDP: received a message with an invalid supported rate.

**Explanation** RLDP: received a message with a rate that is not supported.

**Recommended Action** No action is required.

**Error Message** %APF-1-RCV\_MOBILITY\_RES: Received Mobility response for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] as anchor while in the wrong state.

**Explanation** The system has received a mobility response for a mobile as an anchor while in the wrong 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/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** %APF-4-RCV\_PROBE\_RESP: We've received a probe response - must have been an error.

**Explanation** The system has received an erroneous probe response.

**Recommended Action** No action is required.

**Error Message** %APF-3-RCV\_UNKNOWN\_MSG\_TYPE: Unknown message type [dec] received.

**Explanation** The system has received an unknown 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/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** %APF-4-RCV\_UNSUPP\_MGMT\_MSG: Received an unsupported 802.11 management messagesubType[dec] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received an unsupported 802.11 management message type from the AP.

**Recommended Action** No action is required.

**Error Message** %APF-3-RCV\_UNSUPP\_MSG: Rogue Task: Received unsupported message [dec].

**Explanation** Rogue Task: The system has received an unsupported 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/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** %APF-3-RCV\_UNSUPPORTED\_MES: Received unsupported message [dec].

**Explanation** The system has received an unsupported 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/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.

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

**Error Message** %APF-1-REGISTER\_IPADD\_ON\_MSCB\_FAILED: Could not Register IP Add on MSCB. [chars]. Address:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not register an IP address on MSCB.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-RETRIEVE\_CKIP\_ENC\_POL\_FAILED: Could not retrieve the CKIP unicast encryption policy.[chars]. Size: [dec].

**Explanation** The system could not retrieve the CKIP unicast encryption 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/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** %APF-4-ROGUE\_AP\_ADD\_FAILED: Failed to add the rogue AP [chars].  
[chars].

**Explanation** The system has failed to add a rogue AP. This error may be due to too many rogue 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/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** %APF-1-ROGUE\_AP\_CONTAIN\_FAILED: Unable to contain rogue [chars].  
[chars].

**Explanation** The system is unable to contain a rogue.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-ROGUE\_AP\_DEL\_FAILED: Rogue AP entry deletion failed.

**Explanation** The system has failed to delete a rogue AP entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-ROGUE\_CLIENT\_CONTAIN\_FAILED: Unable to contain rogue client [chars]. [chars].

**Explanation** The system is unable to contain a rogue 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/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** %APF-1-ROGUE\_CLIENT\_UPDATE\_FAILED: Could not update rogue AP [chars] with rogue client [chars]information.

**Explanation** The system could not update a rogue AP with the rogue client 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** %APF-1-SEND\_ASSOC\_REQ\_FAILED: Could not send a Client Association request. [chars].

**Explanation** The system could not send an association 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/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** %APF-1-SEND\_ASSOC\_RESP\_FAILED: Could not send a Client Association response to [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].

**Explanation** The system could not send an association response.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-SEND\_CLIENT\_ASS\_REQ\_FAILED: Could not send client association request. [chars].

**Explanation** The system could not send a client association 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/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** %APF-3-SEND\_IGMP\_QUERY\_FAILED: Failed to send IGMP Query for roamed mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** A mobile can roam across subnets while listening to a multicast stream. When it roams across controllers, the multicast traffic has to reach the controller that the mobile is associated with. The controller sends an IGMP query to the mobile, which has resulted in 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/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** %APF-1-SEND\_PROBE\_REQ\_FAILED: Could not send a Client Probe request. [chars].

**Explanation** The system could not send a probe 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/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** %APF-1-SEND\_PROBE\_RESP\_FAILED: Could not send a Probe Response. [chars].

**Explanation** The system could not send a probe response.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-SEND\_RADIUS\_REQ\_FAILED: Could not send RADIUS Request. [chars]. Mobile: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not send a RADIUS 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/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** %APF-1-SEND\_ROGUE\_CLIENT\_RADIUS\_REQ\_FAILED: Could not send Rogue Client RADIUS Request. [chars]. Client: to [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system could not send a rogue client RADIUS 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/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** %APF-3-SET\_AUTH\_KEY\_MGMT\_MODE\_FAILED: Could not set the WPA/WPA2 auth key management mode. [chars]. Siute: ([hex]). WLAN:[chars]

**Explanation** The system could not set the WPA/WPA2 authentication key management mode.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_DOT11A\_RATE\_FAILED: Could not set the 802.11A operational rate. [chars].

**Explanation** The system could not set the 802.11A operational rate.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_DOT11B\_RATE\_FAILED: Could not set the 802.11B operational rate. [chars].

**Explanation** The system could not set the 802.11B operational rate.

**Recommended Action** Verify the operational rate. Only 1,2,5,5,11M are supported.

**Error Message** %APF-3-SET\_DOT11g\_SUPP\_FAILED: Could not set the 802.11g support. [chars].

**Explanation** The system could not set the 802.11g support.

**Recommended Action** Change the configuration.

**Error Message** %APF-3-SET\_FAST\_ROAM\_FAILED: Attempting to enable fast-roaming while Pico-Cell mode is enabled!

**Explanation** The system is attempting to enable fast roaming when the pico-cell mode is enabled.

**Recommended Action** Disable pico-cell mode before you enable fast roaming.

**Error Message** %APF-3-SET\_MSCB\_MIRROR\_FAILED: Unable to set mirroring for MSCB.

**Explanation** The system is unable to set mirroring for MSCB.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_PICO\_CELL\_FAILED: Attempting to enable pico-cell while [chars] is enabled.

**Explanation** The system is attempting to enable a pico-cell while it is enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_PICO\_CELLV2\_FAILED: Attempting to enable pico-cell-V2 while [chars] is enabled.

**Explanation** The system is attempting to enable a pico-cell-V2 when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-SET\_PSK\_AUTH\_MODE: Could not set the 802.11i PSK authentication mode.[chars]. Length:[int]. WLAN:[chars].

**Explanation** The system could not set the 802.11i PSK authentication mode.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_RSN\_ENABLE\_FAILED: Could not Enable the RSN IE.  
[chars].Mode: [dec].WLAN:[chars].

**Explanation** The system could not enable the RSN IE.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_SSN\_ENABLE\_FAILED: Could not Enable the SSN IE. [chars].  
Mode:[dec]. WLAN:[chars].

**Explanation** The system could not enable the SSN IE.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_VAP\_SECURITY\_POL\_WORD\_FAILED: Error Setting Security  
Policy Bit [hex] (Current Policy [hex], Policy Change [hex], mode [int])

**Explanation** An error has occurred while setting the security policy bit.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_VAP\_STATUS\_FAILED: Could not Set the Status of Virtual  
Access point Entry.[chars].Static WEP:[int].Dynamic WEP:[int]. WLAN:'[chars]'

**Explanation** The system could not set the status of the virtual access point entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_VPN\_AH\_MODE\_FAILED: Could not set the mode: [dec]. [chars].

**Explanation** The system could not set the VPN AH mode.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_VPN\_AUTH\_MODE\_FAILED: Could not set the VPN authentication mode. [chars].Mode:[dec]. WLAN: [chars].

**Explanation** The system could not set the VPN authentication mode.

**Recommended Action** Specify the VPN authentication mode again.

**Error Message** %APF-3-SET\_VPN\_ENC\_MODE\_FAILED: Could not set the VPN Encryption Mode. [chars].Mode: [dec].WLAN:[chars].

**Explanation** The system could not set the VPN encryption mode.

**Recommended Action** Specify the VPN encryption mode again.

**Error Message** %APF-3-SET\_VPN\_IKE\_AUTH\_MODE\_FAILED: Could not set the VPN IKE Authentication mode. [chars].Mode:[dec]. WLAN: [chars].

**Explanation** The system could not set the VPN IKE authentication mode.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_VPN\_IKE\_PFS\_MODE\_FAILED: Could not set the VPN IKE PFS mode. [chars].

**Explanation** The system could not set the VPN IKE PFS mode.

**Recommended Action** Specify the VPN IKE Authentication mode for the AP again.

**Error Message** %APF-3-SET\_VPN\_IKE\_PHASE1\_MODE\_FAILED: Could not set the VPN IKE Phase1 mode. [chars]. Mode:[dec]. WLAN: [chars].

**Explanation** The system could not set the VPN IKE Phase1 mode.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_VPN\_IKE\_SHAREDKEY\_FAILED: Could not set the VPN IKE Pre-shared Key. [chars].Length: [dec]. WLAN: [chars].

**Explanation** The system could not set the VPN IKE pre-shared key. The key length cannot be more than 128.

**Recommended Action** Specify the key again.

**Error Message** %APF-3-SET\_WPA2\_ENC\_MODE\_FAILED: Could not set the WPA2 encryption mode. [chars].Mode:[dec]. WLAN: [chars].

**Explanation** The system could not set the WPA2 encryption mode.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-SET\_WPA\_ENC\_MODE\_FAILED: Could not set the WPA encryption mode. [chars]. Mode:[dec]. WLAN: [chars].

**Explanation** The system could not set the WPA encryption mode.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-SFA\_MISMATCH: SFA IE mismatch from  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] - [chars]

**Explanation** The client does not support the features required for associating to this WLAN.

**Recommended Action** No action is required.

**Error Message** %APF-3-SITE\_DELETE\_FAILED: Site entry [dec] could not be deleted from the database.

**Explanation** The system could not delete the site entry from 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/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** %APF-3-SITE\_FAILURE: Cannot find apgroup [chars]

**Explanation** The system cannot find the database for the AP group.

**Recommended Action** Delete and recreate the AP group.

**Error Message** APF-0-SITE\_AP\_GROUP\_MISCONFIGURED: Cannot find apgroup %s for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]. Using default-group.

**Explanation** The access point does not have an AP group that is currently configured on this controller.

**Recommended Action** Assign an access point to the appropriate access point group.

**Error Message** %APF-3-SITE\_INVALID\_VALUE: Invalid value in AP group

**Explanation** The value in the AP group is invalid.

**Recommended Action** Delete and recreate the AP group.

**Error Message** %APF-3-SITE\_NO\_AP\_GROUP: Cannot find apgroup for AP

**Explanation** No AP group is set for the AP.

**Recommended Action** Set the AP group for the AP.

**Error Message** %APF-3-SITE\_NOT\_FOUND: Cannot find AP group

**Explanation** An internal error has occurred when the system processed the AP group definitions. Groups might not be correctly 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/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** %APF-3-SITE\_NULL\_WLAN: Invalid value 0 for WLAN

**Explanation** WLAN 0 is not valid.

**Recommended Action** No action is required.

**Error Message** %APF-3-SITE\_NO\_NAME: Site [dec] has no name.

**Explanation** The site has no 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** %APF-0-SITE\_OVERRIDE\_CONFIG\_RESET: Resetting site override config.

**Explanation** The system is resetting the site override 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/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** %APF-3-SOCK\_OPER\_FAILED: Socket operation [chars] on a socket returned failure with error [dec].

**Explanation** A socket operation on a socket 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** %APF-1-STA\_IPADDR\_CONFLICT: Station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] connected to AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex] on port [dec] is attempting to register one of our own IP addresses.

**Explanation** A station connected to the AP is attempting to register an IP address that is not recommended.

**Recommended Action** Configure the IP address of the station again.

**Error Message** %APF-6-SUP\_MOBILE\_CLIENTS: Support [dec] mobile clients!

**Explanation** Support for mobile clients!

**Recommended Action** No action is required.

**Error Message** %APF-6-TKIP\_REQ\_REJECT: Rejecting RSN request for unicast TKIP from mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is rejecting an RSN request for the unicast TKIP from a mobile.

**Recommended Action** No action is required.

**Error Message** %APF-1-TRUSTED\_AP\_POL\_FAILED: Trusted AP Policy failed for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - [chars].

**Explanation** A trusted AP policy has failed for 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/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** %APF-1-UNABLE\_ADD\_ROGUE\_AP\_LRAD\_ENTRY: Unable to add Rogue AP Lrad entry.

**Explanation** The system is unable to add a rogue AP LRAD entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.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** %APF-1-UNABLE\_ADD\_ROGUE\_CLIENT\_ENTRY: Unable to add new rogue Client entry [chars]

**Explanation** The system is unable to add a new rogue client entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-UNABLE\_ADD\_ROGUE\_CLIENT\_LRAD\_ENTRY: Unable to add Rogue Client Lrad entry.

**Explanation** The system is unable to add a rogue client LRAD entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-UNABLE\_ALLOC\_MEM\_OFF\_STACK: Unable to allocate memory off the stack.

**Explanation** The system is unable to allocate memory off the stack.

**Recommended Action** Copy the message exactly as it appears on the 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.

`%APF-3-UNABLE_CREATE_WLAN_FOR_CISCO_AP: Unable to create WLAN [dec] for Cisco AP [chars]`

**Explanation** The system is unable to create the WLAN for the Cisco 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/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** `%APF-3-UNABLE_TO_ENCAP_DELTS_HDR: Unable to encapsulate DELTS header for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** `%APF-3-UNABLE_TO_ENTER_STATE_AP: Unable to properly enter state [dec] AP [chars].`

**Explanation** The system is unable to correctly enter the AP 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/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** %APF-3-UNABLE\_TO\_ENTER\_STATE\_CLIENT: Unable to properly enter state [dec] client [chars].

**Explanation** The system is unable to correctly enter the client 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/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** %APF-3-UNABLE\_TO\_EXIT\_STATE\_AP: Unable to properly exit state [dec] AP [chars].

**Explanation** The system is unable to correctly exit the AP 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/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** %APF-4-UNABLE\_TO\_FIND\_RSCB: Unable to find rscb for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-UNABLE\_TO\_INIT\_VAP: Unable to initialize VAP [chars].

**Explanation** The system is unable to initialize the VAP.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-UNABLE\_TO\_KEEP\_ROUGE\_CONTAIN: Unable to keep rogue [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in contained state - no available AP to contain.

**Explanation** The system is unable to keep the rogue in a contained state. The system has no AP available to contain the rogue.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-UNABLE\_TO\_PERFORM\_MAC\_AUTH: Unable to perform MAC authorization on [chars]

**Explanation** The system is unable to perform MAC authorization.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-UNABLE\_TO\_SAVE\_SUPP\_RATES: Unable to save supported rates for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] ([int],[int])

**Explanation** The system is unable to save supported rates for a station.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-UNABLE\_TO\_UPDATE\_ROGUE\_CLIENT: Unable to update state [dec] Rogue client [chars].

**Explanation** The system is unable to update the rogue client state.

**Recommended Action** No action is required.

**Error Message** %APF-3-UNABLE\_TO\_UPDATE\_STATE\_ROGUE\_AP: Unable to update state [dec] Rogue AP [chars].

**Explanation** The system is unable to update the rogue AP 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/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** %APF-1-UNABLE\_TO\_VALIDATE\_ROGUE\_AP\_POL: Unable to validate rogue AP policy for [chars].

**Explanation** The system is unable to validate the rogue AP policy. The system cannot autocontain 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/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** %APF-3-UNKNOWN\_RADIO\_TYPE: Unknown Radio Type.

**Explanation** Radio types can only be 802.11a and 802.11b/g/n.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-1-UNSUPP\_AUTH\_ALGO\_NUM: Unsupported authentication algorithm number ([dec]) from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system supports only Open Authentication, Cisco-LEAP, and Shared key authentication algorithms.

**Recommended Action** No action is required.

**Error Message** %APF-4-UNSUPPORTED\_COUNTRY: Country '[chars]' is set to be unsupported.

**Explanation** The country that is configured is not supported.

**Recommended Action** No action is required.

**Error Message** %APF-3-UNSUPP\_RADIO\_TYPE: Unsupported Radio Type.

**Explanation** Radio types can only be 802.11a and 802.11b/g/n.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-UPDATE\_FOREIGN\_AP\_FAILED: Could not update foreign AP [chars]. [chars].

**Explanation** The system could not update the foreign 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/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** %APF-3-UPDATE\_FOREIGN\_AP\_INTF\_FAILED: Could not update foreign AP interface [chars]. [chars].

**Explanation** The system could not update the foreign AP 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** %APF-4-UPDATE\_MOBILE\_LOCATION\_FAILED: Could not update the mobile station location. [chars].AP:[chars]. Port:[dec]. Config:[dec].

**Explanation** The system could not update the mobile station 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/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** %APF-6-USE\_DEFAULT\_CIPHER\_SUITE: Using default settings for [chars] Cipher Suite for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A group, pairwise, or AKM cipher suite was not included in the association request from the mobile. Therefore, depending on the configuration, the WPA1/WPA2 default settings for the mobile are used.

**Recommended Action** No action is required.

**Error Message** %APF-1-USER\_ADD\_FAILED: Unable to create username [chars] for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not create the associated username entry for a mobile due to 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/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** %APF-1-USER\_DEL\_FAILED: Unable to delete username [chars] for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to delete a username entry for a mobile. The entry was not found.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-VALIDATE\_CCKM\_REASS\_REQ\_ELEMENT\_FAILED: Could not validate the CCKM Reassociation request element.[chars].  
Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system could not validate the CCKM reassociation request 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/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** %APF-3-VALIDATE\_DOT11i\_AUTH\_FAILED: Could not validate the WPA security IE.[chars]. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not validate the WPA security information element. The supported AKM types are CCKM, DOT1X, and PSK.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-VALIDATE\_DOT11i\_CIPHERS\_FAILED: Could not validate Dot11i security IE. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not validate the dot11i security IE. The system has received an invalid RSN cipher suite or an invalid Unicast/Multicast WPA OUI code.

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

**Error Message** %APF-6-VALIDATE\_RSN\_IE\_FAILED: Could not validate RSN information element. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has detected an invalid length for the RSN information element.

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

**Error Message** %APF-1-VALIDATE\_TRUSTED\_AP\_POL\_FAILED: Could not validate trusted AP Policy. [chars]. Rogue Addr: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not validate the configuration of the AP against the third-party trusted AP 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/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** %APF-4-VAPENTRY\_ADD\_FAILED: Unable to create VAP profile '[chars]'. Could not insert entry into VAP Tree

**Explanation** The system is unable to create a VAP profile due to an 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/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** %APF-3-VAP\_STATUS\_SET\_FAILED: Could not set VAP status. [chars]. WLAN: [chars]

**Explanation** The system could not enable the WLAN. The reason could be one of the following: The preshared key is missing, the WEP key index is invalid, or the static WEP key index is the same as the dynamic WEP key index.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-WARPASSOC\_SWITCH\_EVENT: WARP switched [chars] for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. 1xInitiateCount: [dec]...

**Explanation** Wireless ARP has been switched on/off for the client.

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

**Error Message** %APF-6-WARP\_ENABLE: Enabling WARP...

**Explanation** The system is activating WARP.

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

**Error Message** %APF-3-WARP\_INIT\_FAILED: Could not initialize WARP. [chars].

**Explanation** The system has failed to initialize WARP.

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

**Error Message** %APF-6-WARP\_KCID: WARP KCID: [hex]:[hex]:[hex]  
-[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]  
--[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** WARP KCID information.

**Recommended Action** No action is required.

**Error Message** %APF-3-WATCHENTRY\_CREATE\_FAILED: Unable to create watchlist entry for key[hex]:[hex]:[hex]:[hex]:[hex]:[hex]. Key type: [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-WATCHENTRY\_DEL\_FAILED: Unable to delete watchlist entry for key [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-WEP\_KEY\_SET\_FAILED: Could not set the 802.11 WEP key. [chars].  
WLAN [chars]

**Explanation** The system has detected an invalid 802.11 WEP key.

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

**Error Message** %APF-3-WGB\_ADD\_WIRED\_CLIENT\_FAILURE: Unable to add wired client  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].WGB [hex]:[hex]:[hex]:[hex]:[hex]:[hex].  
[chars].

**Explanation** The system has failed to add a wired client. WGB data is missing.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-WGB\_DATA\_MEM\_ALLOC\_FAILED: [chars]: Unable to allocate [dec]  
bytes for WGB state.

**Explanation** An internal system error has occurred.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, do an upgrade to a larger memory configuration.

**Error Message** %APF-4-WGB\_DELETE\_WIRED\_CLIENT\_FAILURE: [chars]: Unable to delete  
wired client[hex]:[hex]:[hex]:[hex]:[hex]:[hex] from  
WGB[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has failed to delete a wired client. The system could not find the wired client entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-WGB\_INVALID\_CLIENT\_DELETE\_ATTEMPT: [chars]: Attempted to delete a non wgb client as wgb client.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-WGB\_INVALID\_PARAM: [chars]: Internal error, no WGB data.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-WGB\_INVWLAN: [chars]

**Explanation** The system has received an IAPP or mobility message where the WGB MAC and wired client MAC are erroneously the same.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-WGB\_NOT\_FOUND: WGB [hex]:[hex]:[hex]:[hex]:[hex]:[hex] not found, no update of wired client info ([hex]:[hex]:[hex]:[hex]:[hex]:[hex][dec].[dec].[dec].[dec]) in WGB table.

**Explanation** The WGB is not found or no entry of a wired client is found in the WGB table.

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

**Error Message** %APF-3-WGB\_PLUMB: [chars]

**Explanation** The system has failed to plumb the AAA attributes of the WGB wired client into the driver. This is an 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/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** %APF-3-WGB\_POLICY: [chars]

**Explanation** A WGB wired client normally inherits its associated WGB AAA attributes. This operation failed; this is an 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/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** %APF-3-WGB\_UNABLE\_TO\_ADD\_WIRED\_CLIENT: [chars]: Unable to add wired client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. WGB [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is either not found, or blacklisted, or is being deleted.

**Explanation** The system has failed to add a wired client. The reason could be one of the following: the WGB was not found, the WGB was excluded, or the WGB was 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/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** %APF-3-WGB\_UNSUPPORTED\_IAPP\_PKT: [chars]: IAPP Error! Unsupported Pkt/Subtype ([address]:[dec]:[dec])

**Explanation** The system has received an unsupported IAPP packet type or subtype.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-WGB\_WIRED\_CLIENT\_CREATE\_FAILURE: [chars]: Unable to create WGB wired client entry[hex]:[hex]:[hex]:[hex]:[hex]:[hex]!

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-6-WGB\_WIRED\_CLIENT\_ENTRY\_NOT\_FOUND: WGB ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) table,wired client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] [dec].[dec].[dec].[dec] not found in WGB table.

**Explanation** A wired client was not found in the WGB table.

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

**Error Message** %APF-3-WGB\_WIRED\_CLIENT\_MAC\_CONFLICT: [chars]

**Explanation** The system has received an IAPP or mobility message where the WGB MAC and wired client MAC are erroneously the same.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-WGB\_WIRED\_CLIENT\_MAXED\_OUT: Unable to add wired client [hex]:[hex]:[hex]:[hex]:[hex].WGB [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].

**Explanation** The system has failed to add the wired client due to either the limit for wired clients has been reached or 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/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** %APF-3-WIRED\_CLIENT\_MEM\_ALLOC\_FAILURE: [chars]: Unable to allocate WGB wired client structure!

**Explanation** An internal system error has occurred.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, do an upgrade to a larger memory configuration.

**Error Message** %APF-3-WIRED\_CLIENT\_NAC\_FAILURE: [chars]: Unable to NAC OOB for WGB wired client entry[hex]:[hex]:[hex]:[hex]:[hex]:[hex]!.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** APF-0-WIRED\_GUEST\_CREATE\_FAILED\_ERR: Could not create Mobile Station Entry. %s. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], Type: Wired Guest. Mobile rejected.

**Explanation** The system could not create a mobile station entry.

**Recommended Action** Copy the message exactly as it appears on the 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** APF-0-WIRED\_GUEST\_CREATE\_FAILED\_WRN: Could not create Mobile Station Entry. %s. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], Type: Wired Guest. Mobile rejected.

**Explanation** The system could not create a mobile station entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-WLAN\_NOT\_ENABLED: WLAN [chars] was NOT enabled.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-4-WLAN\_NOT\_SUPP: WLAN [dec] is not supported on Cisco AP [chars].

**Explanation** The WLAN ID is not in the valid range for a Cisco AP.

**Recommended Action** No action is required.

**Error Message** %APF-3-WLAN\_OUT\_OF\_RANGE: WlanId [dec] is out of range.

**Explanation** The WLAN ID is not in the valid range.

**Recommended Action** Configure WLAN ID within the specified range.

**Error Message** %APF-4-WPS\_LESS\_THAN\_MIN: WPS (Rogue AP Timeout=[dec]) is less than (MIN value=[dec]).Setting it to [dec]

**Explanation** After a data upgrade, the rogue cleanup timer is less than a minute. The system is setting it to minimum rogue cleanup timer value.

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

**Error Message** %APF-2-BAD\_PMK\_CACHE\_ENTRY: Found a bad PMK cache entry for Station:[hex]:[hex]:[hex]:[hex]:[hex]:[hex] deleting the entry

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %APF-3-INVALID\_SEC\_COMBINATION: Cannot configure export anchor when IPv6 is enabled.

**Explanation** IPv6 and Export Anchors cannot be enabled on a WLAN simultaneously.

**Recommended Action** Disable IPv6 if export anchors have to be added to the WLAN configuration.

**Error Message** %APF-0-NOTIFICATION\_TIMER\_NOT\_CREATED: [chars] Could not create Apf-Loep Notification timer...

**Explanation** The system could not create a APF-LOCP notification 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/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** %APF-3-WIRED\_CLIENT\_NAC\_FAILURE: [chars]: Unable to NAC OOB for WGB wired client entry[hex]:[hex]:[hex]:[hex]:[hex]:[hex]!

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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.

# AUTOINST Messages

This section contains AutoInstall (AUTOINST) messages.

**Error Message** %AUTOINST-3-MSGTAG001: Unable to start Auto Install task.

**Explanation** The system could not start the AutoInstall 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/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** %AUTOINST-3-MSGTAG002: User aborted Auto Install process.

**Explanation** The user aborted the AutoInstall process.

**Recommended Action** No action is required.

**Error Message** %AUTOINST-3-MSGTAG003: No interfaces could obtain an IP address.

**Explanation** DHCP was not successful on any of the connected interfaces.

**Recommended Action** Copy the message exactly as it appears on the 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** %AUTOINST-3-MSGTAG004: Could not write resolve.conf.

**Explanation** DNS lookups will not work during the AutoInstall process if resolv.conf cannot be created.

**Recommended Action** Copy the message exactly as it appears on the 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.

# AVL Messages

This section contains AVL tree (AVL) messages.

**Error Message** %AVL-0-TREE\_CORRUPT: AVL Tree [address] is corrupt

**Explanation** The AVL Tree is corrupt. An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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.



## CHAPTER 4

# BASE and BCAST System Messages

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This chapter contains the following topics:

- [BASE Messages, page 4-1](#)
- [BCAST Messages, page 4-2](#)

## BASE Messages

This section contains BASE subsystem (BASE) messages.

**Error Message** %BASE-3-FILE\_WRITE\_FAIL: LIF: Error writing config file [chars].

**Explanation** The system encountered an error 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/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** %BASE-6-LIF\_DEL: LIF: Could not find matching table entry for LIF [dec].

**Explanation** The system could not find a matching table entry for the LIF.

**Recommended Action** No action is required.

**Error Message** %BASE-3-LIF\_REGISTRATION\_FAIL: LIF: Unable to register for [chars] callback.

**Explanation** The system is 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/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** %BASE-3-MAX\_REGISTRATIONS: LIF registrar\_ID [dec] greater than L7\_LASTLIF\_TYPE.

**Explanation** The 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/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** %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-4-CLIENT\_NUM\_GRP\_EXCEEDED: NUM of multicast groups the client has joined has exceeded max allowed number

**Explanation** Each client is allowed to join a maximum of 16 multicast groups. The system rejects requests that are beyond this limit.

**Recommended Action** No action is required.

**Error Message** %BCAST-3-CONFIG\_SAVE\_FAIL: Failed to save the Broadcast/Multicast configuration.

**Explanation** The system failed to save the configuration file for broadcast and multicast related configurations.

**Recommended Action** Copy the message exactly as it appears on the 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** %BCAST-3-COUNT\_MISMATCH: Client count mismatched between database count and running count. Database count = %d count = %d

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

**Recommended Action** Disable and enable multicast IGMP snooping by entering the **config network multicast igmp snooping {disable | enable}** command.

**Error Message** %BCAST-4-DS\_FWD\_FAILED: Failed to forward multicast pkts over the DS.

**Explanation** The system has 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/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** %BCAST-4-FAP\_FWD\_FAILED: Failed to forward multicast pkt to foreignAPs.

**Explanation** The system has 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/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** %BCAST-4-IGMPSEND\_FAILED: Transmisstion of IGMP report packet failed

**Explanation** The system has failed to transmit the IGMP report packet.

**Recommended Action** No action is required.

**Error Message** %BCAST-3-IGMP\_TYPE\_MISMATCH: IGMP Type [int] for packet received from wireless is not supported

**Explanation** The system processes only IGMP report packets from the wireless side. All other types of IGMP are discarded.

**Recommended Action** No action is required.

**Error Message** %BCAST-3-INVALID\_VLANID: Recieved an igmp query with invalid vlanid

**Explanation** The system has received an IGMP query with an 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** The system has failed to forward the multicast packet to LRAD.

**Recommended Action** Copy the message exactly as it appears on the 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** %BCAST-3-MAC\_ADDR\_MISMATCH: client addr between the bcast database and the msch fails

**Explanation** There is a 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/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** %BCAST-3-MCAST\_BCAST\_DISABLE: Automatically disabling multicast/broadcast forwarding (reason: [chars])

**Explanation** Multicast-unicast is not supported on the Cisco 2000 series controllers. If you have a configuration, multicast is automatically disabled and you cannot be enable it again until you configure a multicast group.

**Recommended Action** Copy the message exactly as it appears on the 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** %BCAST-4-MGID\_QUEUE\_EMPTY: Mgid queue is empty!.

**Explanation** The MGID queue is empty. More than 4000 multicast groups in different VLANs have been assigned.

**Recommended Action** No action is required.

**Error Message** %BCAST-4-PKT\_TYPE\_NOT\_EOIP: Packet over the tunnel [type [dec]] is not Ethernet over IP packet.

**Explanation** A packet that is not of the Ethernet over IP protocol type 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** The system failed to add a message to the broadcast/multicast message queue because the queue might already be full. This issue might occur due to a host on the DS flooding with too many broadcast ARP requests for a wireless client in a short span of time. Alternatively, the issue might occur due to too many CDP packets over a short span of time. In both scenarios, the packets are dropped until the number of outstanding messages in the queue becomes less than 512. There is no other performance impact. If the message is seen repeatedly, it means some host in the network is flooding with too many broadcast ARP requests or CDP packets.

**Recommended Action** Copy the message exactly as it appears on the 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** %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/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** %BCAST-4-RX\_LWAPP\_CTL: Received broadcast lwapp control packet.

**Explanation** Broadcast processing should not receive an LWAPP control packet. These packets are meant for 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/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** %BCAST-4-RX\_WRONG\_ETYPE: Received invalid mcast packet of type [hex].

**Explanation** The system has received a multicast packet 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/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** %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 drops 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 from the controller only if the packet is received either from Ethernet or CAPWAP. For this packet, the flags do not indicate either of the sources. This packet will be 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/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** %BCAST-3-UNSUPPORTED\_MSG\_TYPE: Received unsupported message (type = [dec]).

**Explanation** The message type in the BCAST message queue is unknown.

**Recommended Action** No action is required.

**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 the valid WLAN IDs.

**Recommended Action** No action is required.





# CHAPTER 5

## BOOTP and BUFF System Messages

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This chapter contains the following topics:

- [BOOTP Messages, page 5-1](#)
- [BUFF Messages, page 5-8](#)

### BOOTP Messages

This section contains bootstrap protocol (BOOTP) messages.

**Error Message** %BOOTP-7-BOOT\_FILE\_NAME: file: [chars].

**Explanation** The boot filename specified in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_FLAGS: flags: [hex].

**Explanation** The flag option in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_HOPS: hops: [dec].

**Explanation** The hops option in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_HW\_LEN: hlen: [dec].

**Explanation** The hardware address length in the bootp packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_HW\_TYPE: htype: [chars].

**Explanation** The hardware address type in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_OP\_CODE: BOOTP[[chars]] op: [chars].

**Explanation** The BOOTP opcode appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_OPT\_AP: [chars]:

**Explanation** The first vendor option appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_OPT\_HOSTNAME: [chars]: [chars].

**Explanation** The hostname option in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_OPT\_VAL: [chars][chars]

**Explanation** The actual value of the vendor option appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_REPLY\_RECVED: BOOTP Reply received

**Explanation** The BOOTP Reply has been received.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_SECS: secs: [dec].

**Explanation** The elapsed seconds in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_SENT\_SUCCESS: BOOTP Request Packet sent successfully

**Explanation** A BOOTP request packet has been sent successfully.

**Recommended Action** No action is required.

**Error Message** %BOOTP-0-BOOTP\_TASK\_CREAT\_FAILED: Failed to Create BOOTP Task.

**Explanation** The system has failed to create a BOOTP 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/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** %BOOTP-3-BOOTP\_TIME\_OUT: Timed out waiting for BOOTP reply

**Explanation** The system has timed out waiting for a BOOTP reply.

**Recommended Action** Copy the message exactly as it appears on the 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** %BOOTP-7-BOOTP\_VEND\_OPT: options:.

**Explanation** The vendor options in the BOOTP packet appear.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_WAIT\_REPLY: Waiting for the BOOTP Reply

**Explanation** The system is waiting for the BOOTP reply.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_XID: xid: [hex].

**Explanation** The transaction ID in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-BOOTP\_YIADDR: my IP: [chars].

**Explanation** The yiaddr field in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-CLIENT\_HW\_ADDR: hw\_addr:

**Explanation** The BOOTP client hardware address appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-CLIENT\_IP\_ADDR: client IP: [chars].

**Explanation** The BOOTP client IP address appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-3-GET\_BOOTP\_OPT\_FAILED: Failed to get the [chars] option from the BOOTP packet

**Explanation** The system has failed to get an option from the BOOTP 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/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** %BOOTP-3-GET\_BOOTP\_STRUCT\_FAILED: Unable to get the BOOTP structure for the [chars]

**Explanation** The system is unable to get the BOOTP structure.

**Recommended Action** Copy the message exactly as it appears on the 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** %BOOTP-7-GWAY\_IP\_ADDR: gateway IP: [chars].

**Explanation** The gateway IP address field in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-HW\_ADDR\_BYTE: [hex][chars]

**Explanation** Each byte in the BOOTP client hardware address appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-3-IP\_CONF\_FAILED: Configuring an IP for [chars] failed

**Explanation** The configuration for an IP for a particular interface 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** %BOOTP-4-OPT\_NOT\_FOUND: The BOOTP option [char] not specified in the Vendor field

**Explanation** An expected BOOTP option is not specified in the Vendor field.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-SENDING\_BOOTP\_PKT: Sending Bootp Packet.

**Explanation** The system is sending a BOOTP packet.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-SERVER\_IP\_ADDR: server IP: [chars].

**Explanation** The server IP address field in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-SERV\_HOST\_NAME: server: [chars].

**Explanation** The server hostname in the BOOTP packet appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-3-SET\_BROADADDR\_FAILED: Setting broadcast address on the socket failed.

**Explanation** An error occurred while setting the broadcast address on the 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/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** %BOOTP-3-SET\_IP\_FAILED: Unable to set IP address [hex] for the [chars]

**Explanation** The system is unable to set the 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/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** %BOOTP-3-SOCK\_BIND\_FAILED: Failed to bind the socket.

**Explanation** The system has failed 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/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** %BOOTP-3-SOCK\_CREAT\_FAILED: Socket creation failed for BOOTP.

**Explanation** Socket creation has failed for BOOTP.

**Recommended Action** Copy the message exactly as it appears on the 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** %BOOTP-3-SOCK\_OPT\_FAILED: Failed to set the option [chars] on the socket.

**Explanation** The system has failed to set a socket option.

**Recommended Action** Copy the message exactly as it appears on the 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** %BOOTP-3-SOCK\_RECV\_FAILED: Receiving the BOOTP packet on a socket failed

**Explanation** The system has failed to receive the BOOTP packet 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** %BOOTP-3-SOCK\_SEND\_FAILED: Sending data over the socket failed.

**Explanation** An error has occurred while sending data over 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/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** %BOOTP-4-TRANID\_NOT\_MATCH: Transaction ID [hex] of the received reply does not match the transaction ID of the response [hex]

**Explanation** The transaction ID of the received reply does not match the transaction ID of the response.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-UNKNOWN\_OPT\_FORMAT: .

**Explanation** The unknown option value is formatted.

**Recommended Action** No action is required.

**Error Message** %BOOTP-7-UNKNOWN\_OPT\_VAL: [dec]

**Explanation** The value of the unknown option appears.

**Recommended Action** No action is required.

**Error Message** %BOOTP-4-VENDOR\_OPT\_UNKNOWN: Unknown option: [hex]/[dec].[dec]:

**Explanation** Unknown options are present in the vendor field in the BOOTP 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/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.

## BUFF Messages

This section contains buffer pool (BUFF) messages.

**Error Message** %BUFF-0-BUFFER\_CORRUPT: Buffer Pool id [dec] ptr [address], packet is printed on console.

**Explanation** The buffer pool is corrupt. An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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.





## CHAPTER 6

# CAPWAP CCX CDP and CIDS System Messages

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This chapter contains the following topics:

- [CAPWAP Messages, page 6-1](#)
- [CCX Messages, page 6-20](#)
- [CDP Messages, page 6-37](#)
- [CIDS Messages, page 6-37](#)

## CAPWAP Messages

This section contains CAPWAP messages.

**Error Message** %CAPWAP-3-AP\_DB\_ALLOC: Unable to alloc AP entry in database for [int].[int].[int].[int]:[int]

**Explanation** Because of an internal error, the AP entry could not be added to the database. The AP might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-AP\_DB\_ERR1: Unable to find AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] entry in the database, could not process [chars]

**Explanation** The operation that is being performed for the AP failed because the internal entry for the AP was not found. It is possible that the AP has been removed from the controller.

**Recommended Action** Use the **show ap summary** command to determine if the AP is still joined to the controller. If it is not, the message may be ignored. If it is still joined, restart the AP to ensure that it has the latest configuration.

**Error Message** %CAPWAP-3-BUFF\_ALLOC: Failed to allocate buffer for [chars]

**Explanation** The system is 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/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** %CAPWAP-2-CAP\_MSG\_TRACE: [chars]

**Explanation** Debugging for CAPWAP 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/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** %CAPWAP-3-DB\_CREATOR\_ERR: Database entry for AP [dec]:[dec]:[dec]:[dec] is created in LWAPP, could not process [chars]

**Explanation** The operation that is being performed for the AP failed because the internal entry for the AP was created in LWAPP, and the message was received in CAPWAP.

**Recommended Action** Use the **show ap summary** command to determine if the AP is still joined to the controller. If it is not, the message may be ignored. If it is still joined, restart the AP to ensure that it will join in either CAPWAP or LWAPP.

**Error Message** %CAPWAP-3-DECODE\_ERR: Error decoding [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The CAPWAP message that was sent by the AP was not understood by the controller. The message was dropped. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-DISC\_AP\_MGR\_ERR1: Unable to process primary discovery request from AP on interface ([int]), VLAN ([int]), could not get AP manager [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A discovery response could not be sent to an AP because the controller was not able to obtain the IP address of the AP manager interface.

**Explanation** Correct the AP manager interface configuration.

**Error Message** %CAPWAP-3-DISC\_AP\_MGR\_ERR2: Unable to process primary discovery request from AP, AP manager IP address is invalid [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A discovery response could not be sent to an AP because the controller was not able to obtain the IP address of the AP manager interface.

**Recommended Action** Correct the AP manager interface configuration.

**Error Message** %CAPWAP-3-DISC\_BCAST\_ERR: Ignoring a discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] via broadcast AP (IP = [dec].[dec].[dec].[dec]) is not in the same subnet as the controller

**Explanation** The controller ignored a broadcast discovery request from an AP because the AP is not on the same subnet as the controller.

**Recommended Action** No action is required.

**Error Message** %CAPWAP-3-DISC\_INTF\_ERR1: Ignoring discovery request received on non-management interface ([int]) from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A discovery request from an AP was ignored because it was received on an invalid interface. The network configuration might be invalid.

**Recommended Action** Check the network configuration to ensure that packets from the AP are correctly routed.

**Error Message** %CAPWAP-3-DISC\_INTF\_ERR2: Ignoring discovery request received on a wrong VLAN ([dec]) on interface ([int]) from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A discovery request from an AP was ignored because it was received on an invalid interface. The network configuration might be invalid.

**Recommended Action** Check the network configuration to ensure that packets from the AP are correctly routed.

**Error Message** %CAPWAP-3-DISC\_MAX\_AP1: Dropping discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - limit for maximum APs supported [dec] reached

**Explanation** The maximum number of supported APs has been reached. The specified AP will not be serviced.

**Recommended Action** No action is required.

**Error Message** %CAPWAP-3-DISC\_MAX\_AP2: Dropping primary discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - maximum APs joined [dec]/[dec]

**Explanation** The maximum number of supported APs has been reached. The specified AP will not be serviced.

**Recommended Action** No action is required.

**Error Message** %CAPWAP-3-DISC\_MAX\_DOWNLOAD: Ignoring discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - maximum number of downloads ([int]) exceeded

**Explanation** A discovery request from an AP was rejected because the maximum number of concurrent downloads are already in progress. The AP might successfully join the controller on a later attempt.

**Recommended Action** No action is required.

**Error Message** %CAPWAP-3-DISC\_MAX\_JOIN: Rejecting discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - maximum AP joins ([int]) exceeded

**Explanation** A discovery request from an AP was rejected because the maximum number of concurrent joins are already in progress. The AP might successfully join the controller on a later attempt.

**Recommended Action** No action is required.

**Error Message** %CAPWAP-4-DISC\_TIME\_ERR: Unable to retrieve time information while processing discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the time at which the AP discovery request was received was not recorded. The AP might join the controller and function normally, but monitoring of the APs presence or absence might not work as expected.

**Recommended Action** No action is required.

**Error Message** %CAPWAP-3-DISC\_VLAN\_ERR: Received a discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on an unsupported VLAN ([int]), dropping the request

**Explanation** A discovery request was received on a port on which no interface was created.

**Recommended Action** Check the network configuration to ensure that packets from the AP are correctly routed.

**Error Message** %CAPWAP-3-DTLS\_BUFF\_ERR: Failed to allocate DTLS buffer to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate DTLS buffer for message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-DTLS\_CLOSED\_ERR: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]: DTLS connection closed forAP [int]:[int]:[int]:[int] ([int]), Controller: [int]:[int]:[int]:[int] ([int]) [chars]

**Explanation** The DTLS connection closed for the AP due to an unknown reason.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-DTLS\_CONN\_ERR: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]: DTLS connection not found forAP [int]:[int]:[int]:[int] ([int]), Controller: [int]:[int]:[int]:[int] ([int]) [chars]

**Explanation** The DTLS connection was not found for the AP. Encrypting messages or processing an encrypted packet will not be possible for this AP.

**Recommended Action** Check if the AP entry is present in the database. Use the **show ap summary** or **show dtls connection** command to see if the AP entry exists in the database.

**Error Message** %CAPWAP-3-DTLS\_DB\_ERR: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]: Failed to create DTLS connection for AP [int]:[int]:[int]:[int] ([int]).

**Explanation** The system is unable to create the DTLS database entry for the AP. The AP will not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-DTLS\_DEL\_ERR: Failed to disconnect DTLS connection for AP [int].[int].[int].[int] ([int]).

**Explanation** The system is unable to delete the DTLS database entry for the AP. The DTLS entry remains stale, and the AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-ECHO\_ERR: Did not receive heartbeat reply; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The controller did not get a response for the AP heartbeat message. There might be connectivity issues between the AP and the controller.

**Recommended Action** Check to see if the AP has rebooted or if it has been removed from the network. Also ensure that there are no connectivity issues between the AP and the controller.

**Error Message** %CAPWAP-3-ENCODE\_ERR: Failed to encode [chars] to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, a CAPWAP message could not be transmitted.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-HDR\_ENCAP\_ERR: Unable to encapsulate CAPWAP header for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not send the CAPWAP packet because of an internal error in encapsulating the packet. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-HDR\_ENCAP\_ERR2: Unable to encapsulate CAPWAP header for AP  
[int].[int].[int].[int]:[int]

**Explanation** The system could not send the CAPWAP packet because of an internal error in encapsulating the packet. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-IMAGE\_DOWNLOAD\_ERR: Refusing [chars] from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] - controller image upgrade is in process

**Explanation** The specified request from the AP is ignored because the controller software is being upgraded. Future attempts from the AP might succeed.

**Recommended Action** No action is required.

**Error Message** %CAPWAP-3-IMAGE\_DOWNLOAD\_ERR2: Refusing image download request from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] - max downloads ([dec]) in progress

**Explanation** The system is ignoring the image download request from the AP because the maximum number of concurrent image download requests are in progress. This condition is temporary. Future attempts by the AP might succeed.

**Recommended Action** No action is required.

**Error Message** %CAPWAP-3-IMAGE\_DOWNLOAD\_ERR3: Refusing image download request from AP - unable to open image file [chars]

**Explanation** Due to an internal error, the image that the AP is requesting for an image download could not be obtained. The AP image download fails.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-IMAGE\_DOWNLOAD\_ERR4: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - unable to open MD5 file [chars]

**Explanation** Due to an internal error, the image that the AP is requesting for an image download could not be obtained. The AP image download fails.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-INIT\_ERR: Failed to initialize [chars].

**Explanation** Because of internal error, the module initialization failed. The AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-INVALID\_MSG: The system has detected an invalid message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] type ([dec])

**Explanation** The information that was received on the controller was not understood. The message was 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/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** %CAPWAP-3-INVALID\_MSG\_TYPE: Invalid message type [dec] from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An invalid CAPWAP message was received from the AP. The message was 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/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** %CAPWAP-3-INVALID\_PAYLOAD: Invalid message element [dec] in [chars] from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An invalid CAPWAP message element was received from the AP. The message was 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/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** %CAPWAP-3-INVALID\_PAYLOAD2: Invalid message element [dec] in [chars]

**Explanation** An invalid CAPWAP message element was received from the AP. The message was 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/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** %CAPWAP-3-INVALID\_PAYLOAD3: Invalid vendor type [dec] in [chars]

**Explanation** An invalid vendor type is in the CAPWAP message element from the AP. The message was 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/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** %CAPWAP-3-INVALID\_PREAMBLE: Invalid preamble type ([dec]) in capwap message from [int].[int].[int].[int]:[int]

**Explanation** An invalid preamble type is in the CAPWAP message. The message was 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/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** %CAPWAP-3-INVALID\_RET\_CODE: Invalid result code [dec]. Failed to [chars]

**Explanation** An invalid result code resulted while processing. The message was 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/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** %CAPWAP-3-INVALID\_STATE\_EVENT: Invalid AP event ([dec]) and state ([dec]) combination

**Explanation** The event and state combination is not valid in CAPWAP. The event is 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/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** %CAPWAP-3-IP\_ERR: Could not plumb AP's ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) IP address ([dec].[dec].[dec].[dec]), next hop MAC ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) and VLAN ([dec]) to fast path

**Explanation** Because of an internal error, the IP address of the AP could not be configured in the network processor. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-IP\_PROT\_ERR: IP protocol ([dec]) in the received packet - from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not UDP, CAPWAP packets are only UDP, dropping the packet

**Explanation** An invalid packet received from the AP was 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/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** %CAPWAP-3-JOIN\_TMR\_START\_ERR: Failed to start [chars] timer for AP [int].[int].[int].[int]:[int]

**Explanation** Because of an internal error, the timer could not be triggered. The AP might not operate as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-LRAD\_MTU\_ERR: Failed to set MTU [dec] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The path MTU for the AP could not be set properly. Fragmentation will not be at the proper MTU.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-MBUF\_ERR: No more system buffers, could not receive CAPWAP packet

**Explanation** The system is 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/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** %CAPWAP-0-MSG\_QUEUE\_ERR: CAPWAP message queue has not been created

**Explanation** The CAPWAP subsystem has not been initialized. APs might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-MSG\_SEND\_ERR2: Unable to send [chars] message to CAPWAP

**Explanation** The CAPWAP process might be busy. If this condition persists, it could lead to losing CAPWAP packets and dropping of AP connections. Also, APs might not getting configuration changes from the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-MTU\_INIT\_ERR: Failed to initialize global MTU. Multicast traffic will be affected.

**Explanation** The initialization of the global path MTU has failed. Multicast traffic will be affected in multicast-multicast mode.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-POST\_DECODE\_ERR: Post decode processing failed for [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing of the CAPWAP message has failed after decoding the message. The AP might be disconnected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-REASSEM\_LOCK\_ERR: Could not obtain exclusive access to reassembly table for [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Access to the internal reassembly database has failed. The CAPWAP reassembly failed, and packets might have been 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/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** %CAPWAP-3-REASSEM\_MAX\_FRAG: Received more fragments ([dec]) than supported. Dropping message from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system has received more CAPWAP fragments than supported. The CAPWAP reassembly failed, and the packet might have been 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/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** %CAPWAP-3-REASSEM\_MAX\_SIZE: Unable to accommodate fragments from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The total size of the CAPWAP fragments is greater than the supported limit. Reassembly has failed, and the packet might be 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/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** %CAPWAP-3-REASSEM\_SPACE: Unable to store capwap fragment from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system has failed to store the CAPWAP fragment. Reassembly has failed, and packets might be 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/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** %CAPWAP-3-RECV\_FAIL: Could not process CAPWAP packet

**Explanation** An internal error has occurred while processing the CAPWAP packet. The packet was 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/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** %CAPWAP-3-RESTART\_ECHO\_TIMER\_ERR: Failed to restart heart beat timer for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is tearing down the CAPWAP connection. The system could not restart the heartbeat timer.

**Recommended Action** No action is required.

**Error Message** %CAPWAP-2-SEM\_CREATE\_ERR: Could not create semaphore [chars]

**Explanation** The system is unable to allocate a lock for handling operations on the internal database. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-SEM\_RELEASE\_ERR: Could not release exclusive access of AP entry for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in the database

**Explanation** Releasing access of an AP entry in the database has failed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-SIMUL\_DTLS\_HANDSHAKES: Ignoring discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - maximum number of simultaneous dtls sessions([int]) exceeded

**Explanation** A discovery request from an AP was rejected because the maximum number of concurrent DTLS handshake sessions is already in progress. The AP might successfully join the controller on a later attempt.

**Recommended Action** No action is required.

**Error Message** %CAPWAP-2-SOCK\_ERR: Error [chars] CAPWAP socket

**Explanation** An internal error has occurred. The CAPWAP subsystem could not be 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** %CAPWAP-3-SOCK\_ERR2: Socket select error ([dec])

**Explanation** An internal error caused a temporary failure in a message handling process. The system is attempting to recover from this situation.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-SOCK\_ERR3: Could not read from the CAPWAP socket

**Explanation** A failure occurred when processing an internal CAPWAP message. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-SOCK\_ERR4: Could not read from CAPWAP socket, frame length out of bounds ([dec])

**Explanation** A failure occurred when processing an internal CAPWAP message. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-2-TASK\_CREATE\_ERR: Failed to create CAPWAP [chars] task

**Explanation** An internal error occurred. The CAPWAP subsystem could not be initialized. APs might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-TEMP\_AP\_DB\_ALLOC: Unable to alloc temporary AP entry in database for [int].[int].[int].[int]:[int]

**Explanation** Due to an internal error, an AP entry could not be added to the database. The AP might not join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-TMR\_FREE\_ERR: Failed to free [chars] timer; AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error occurred while processing a timer. The AP might not operate as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-TMR\_START\_ERR: Failed to start [chars] timer for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the timer could not be triggered. The AP might not operate as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-TMR\_STOP\_ERR: Failed to stop [chars] timer for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the timer stop could not be triggered. The AP might not operate as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-TX\_ERR: Failed to transmit [chars] to AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Because of an internal error, a CAPWAP message could not be transmitted.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-TX\_ERR2: Could not transmit CAPWAP control packet (error = [int])

**Explanation** Because of an internal error, a CAPWAP message could not be transmitted.

**Recommended Action** Copy the message exactly as it appears on the 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** %CAPWAP-3-UDP\_PORT\_ERR: Received invalid UDP port ([dec]) in the packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

**Explanation** An invalid packet that was received from the AP was 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/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** %CAPWAP-3-UNSUPPORTED\_TYPE: Received an invalid [chars] ([dec]): AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The information received on the controller was not understood. The message was 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/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** %CAPWAP-3-UNSUPPORTED\_TYPE1: Received an invalid [chars] ([dec])

**Explanation** The information received on the controller was not understood. The message was 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/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.

## CCX Messages

This section contains Cisco Compatible eXtensions (CCX) messages.

**Error Message** %CCX-3-AP\_NOT\_FOUND: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not exist.

**Explanation** The specified access point cannot be found.

**Recommended Action** Verify that this access point is registered in the current access point list on the controller.

**Error Message** %CCX-3-DIAG\_EVENTLOG\_MALLOC\_FAILED: Out of memory for storing CCXv5 Event Log data from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.

**Error Message** %CCX-6-DIAG\_EVENTLOG\_MALLOC\_SUCCESS: CCX Event Log memory allocated successfully for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

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

**Error Message** %CCX-0-DIAG\_TASK\_CREATE\_FAILED: Failed to create CCX diagnostic task

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_GET\_CFG: L2Roam Configuration file is corrupted... clearing.

**Explanation** The system has failed to read the L2Roam 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/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** %CCX-3-L2ROAM\_INIT: Failed to initialize L2Roam ...

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-4-L2ROAM\_LOAD\_CFG: Unable to load L2Roam configuration.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_MSGID: [chars]: received invalid message id [int]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_QUEUE: [chars]: message queue does not exist. Exiting...

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_REG: Failed to register for LWAPP notifications.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-0-L2ROAM\_TASK\_CREATE: Failed to create CCX L2Roam task [hex].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_TIMER\_CREATE1: Failed to initialize L2Roam settle timer.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_TIMER\_CREATE2: cannot initialize L2Roam List Update timer.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_TIMER\_DEL1: Failed to delete L2Roam settle timer.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_TIMER\_DEL2: Failed to delete L2Roam List Update timer.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_TIMER\_START1: Failed to start L2Roam settle timer.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_TIMER\_START2: Failed to start L2Roam List Update timer.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_TIMER\_STOP1: Failed to stop L2Roam settle timer.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_TIMER\_STOP2: Failed to stop L2Roam List Update timer.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-L2ROAM\_WRITE\_CFG: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** The system has failed to save the L2Roam 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/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** %CCX-3-MSGTAG001: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** An error has occurred on a call to osapiFsWrite routine in the configuration file shown.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-MSGTAG002: CCX RM Configuration file is corrupted... clearing.

**Explanation** The CCX RM 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** %CCX-3-MSGTAG003: CCX RM Client database already initialized

**Explanation** The CCX RM client database is already 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** %CCX-6-MSGTAG004: Creating AVL Tree with [dec] entries for CCX RM ClientDatabase

**Explanation** The system is creating an AVL Tree with the number entries shown for the CCX RM ClientDatabase.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-MSGTAG005: CCX RM Client database already initialized

**Explanation** The CCX RM client database is already 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** %CCX-6-MSGTAG006: Creating AVL Tree with [dec] entries for CCX RM ClientDatabase

**Explanation** The system has created an AVL Tree with the number of entries shown for CCX RM ClientDatabase.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-4-MSGTAG007: Unable to load CCX RM configuration

**Explanation** The system is unable to load the CCX RM 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/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** %CCX-3-MSGTAG008: Unable to load CCX Client RM Db(AVL Tree)

**Explanation** The system is unable to load the CCX Client RM Db 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** %CCX-3-MSGTAG009: Unable to load CCX Bcast RM Db(AVL Tree)

**Explanation** The system is unable to load the CCX BCAST RM Db 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** %CCX-3-MSGTAG010: Reached max Rm clients.  
dropping[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has reached the maximum RM clients. The system is dropping the client shown.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-MSGTAG011: Adding to CCX RM Bcast Database failed  
for[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is adding to the CCX RM BCAST Database failed  
for[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-4-MSGTAG012: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has  
unsupported CCXversion [dec]

**Explanation** The mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has an unsupported CCXversion.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-0-MSGTAG013: Failed to create CCX RM Task

**Explanation** The system has failed to create the CCX RM 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/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** %CCX-6-MSGTAG014: Created CCX RM Task (rc=[dec])

**Explanation** The system has created CCX RM Task (rc=[dec]) .

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-MSGTAG015: [chars]: msg queue does not exist. Exiting...

**Explanation** The [chars]: msg queue does not exist. 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/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** %CCX-3-MSGTAG016: [chars]: received invalid msg id [int]

**Explanation** The system has received an invalid MSG ID shown.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-0-MSGTAG020: Failed to create E2E message queue

**Explanation** The system has failed to create an E2E message queue.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-0-MSGTAG021: Failed to create E2E message queue

**Explanation** The system has failed to create an E2E message queue.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-0-MSGTAG022: Failed to create E2E Task

**Explanation** The system has failed to create an E2E 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/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** %CCX-4-MSGTAG023: Unable to load e2e configuration

**Explanation** The system is unable to load an E2E 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/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** %CCX-3-MSGTAG024: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** An error has occurred on a call to osapiFsWrite routine in the configuration file shown.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-MSGTAG025: E2E Configuration file is corrupted... clearing.

**Explanation** The E2E 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** %CCX-0-MSGTAG026: Failed to create CCX Example Task

**Explanation** The system has failed to create the CCX example 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/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** %CCX-3-MSGTAG027: [chars]: msg queue does not exist. Exiting...

**Explanation** [chars]: msg queue 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/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** %CCX-3-MSGTAG028: [chars]: received invalid msg type [int]

**Explanation** [chars]: The system has received invalid msg type [int]

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-4-MSGTAG029: Unable to load L2ROAM configuration

**Explanation** The system is unable to load the L2ROAM 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/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** %CCX-3-MSGTAG030: cannot initialize L2ROAM lrad Settle timer.

**Explanation** The system cannot initialize the L2ROAM LRAD settle 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/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** %CCX-3-MSGTAG031: cannot start L2ROAM lrad settle timer.

**Explanation** The system cannot start the L2ROAM LRAD settle 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/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** %CCX-3-MSGTAG032: cannot stop L2ROAM lrad settle timer.

**Explanation** The system cannot stop the L2ROAM LRAD settle 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/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** %CCX-3-MSGTAG033: cannot uninitialize L2ROAM lrad settle timer.

**Explanation** The system cannot uninitialize the L2ROAM LRAD settle 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/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** %CCX-3-MSGTAG034: cannot start L2ROAM List Update timer.

**Explanation** The system cannot start the L2ROAM List Update 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/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** %CCX-3-MSGTAG035: cannot register for spam notifications.

**Explanation** The system cannot register for spam notifications.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-MSGTAG036: cannot initialize L2ROAM List Update timer.

**Explanation** The system cannot initialize the L2ROAM List Update 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/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** %CCX-3-MSGTAG037: cannot start L2ROAM List Update timer.

**Explanation** The system cannot start the L2ROAM List Update 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/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** %CCX-3-MSGTAG038: cannot stop L2ROAM List Update timer.

**Explanation** The system cannot stop the L2ROAM List Update 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/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** %CCX-3-MSGTAG039: cannot uninitialize L2ROAM List Update timer.

**Explanation** The system cannot uninitialize the L2ROAM List Update 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/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** %CCX-3-MSGTAG040: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** Error on call to osapiFsWrite routine in the configuration file shown.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-MSGTAG041: L2ROAM Configuration file is corrupted... clearing.

**Explanation** L2ROAM Configuration file is corrupted... clearing.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-0-MSGTAG042: Failed to create CCX L2Roam Task [hex]

**Explanation** The system has failed to create CCX L2Roam Task [hex]

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-MSGTAG043: [chars]: msg queue does not exist. Exiting...

**Explanation** The system has detected that the message queue does not exist. The system is 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/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** %CCX-3-MSGTAG044: Error in initializing l2roam data...

**Explanation** The system has detected an error in initializing L2Roam data.

**Recommended Action** Copy the message exactly as it appears on the 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** %CCX-3-MSGTAG045: [chars]: received invalid msg id [int]

**Explanation** The system has received an invalid 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/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** %CCX-0-MSGTAG046: Failed to create CCX S69 Task

**Explanation** The system has failed to create CCX S69 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/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** %CCX-0-MSGTAG047: Failed to create S69 message queue

**Explanation** The system has failed to create S69 message queue.

**Recommended Action** Copy the message exactly as it appears on the 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.

## CDP Messages

This section contains Cisco Discovery Protocol (CDP) messages.

**Error Message** %CDP-4-QUEUE\_FULL: cdp queue is full.

**Explanation** The CDP queue is full. If many CDP packets come in, the CDP queue fills up quickly.

**Recommended Action** Copy the message exactly as it appears on the 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.

## CIDS Messages

This section contains Cisco IDS Prevention System (CIDS) messages.

**Error Message** %CIDS-3-ADD\_RULE\_FAILED: Unable to add rules for sensor  
[dec].[dec].[dec].[dec]\n

**Explanation** The system cannot add rules for the sensor.

**Recommended Action** Copy the message exactly as it appears on the 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** %CIDS-3-ERROR\_CLEAN\_UP\_SENSOR: Error clean-up sensor [dec]

**Explanation** An error has occurred in the cleanup sensor.

**Recommended Action** Copy the message exactly as it appears on the 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** %CIDS-3-ERROR\_RESET\_RULE: Unable to reset cids rule [dec]

**Explanation** The system cannot reset the CIDS rule.

**Recommended Action** Copy the message exactly as it appears on the 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** %CIDS-3-NULL\_SENSOR\_POINTER: Error! NULL sensor pointer!

**Explanation** NULL sensor pointer!

**Recommended Action** Copy the message exactly as it appears on the 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** %CIDS-3-PARSER\_CLEAN\_FAIL: Unable to clean cids parser

**Explanation** The system cannot clean the CIDS parser.

**Recommended Action** Copy the message exactly as it appears on the 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** %CIDS-3-PARSER\_CREATE\_FAIL: Unable to create cids parser

**Explanation** The system cannot create the CIDS parser.

**Recommended Action** Copy the message exactly as it appears on the 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** %CIDS-3-RESTART\_TIMER\_FAIL: Unable to restart timer for sensor  
[dec].[dec].[dec].[dec]

**Explanation** The system cannot restart the timer for the sensor.

**Recommended Action** Copy the message exactly as it appears on the 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** %CIDS-3-RULES\_SETUP\_FAIL: Unable to setup rules for sensor  
[dec].[dec].[dec].[dec]

**Explanation** The system is unable to set up CIDS rules.

**Recommended Action** Copy the message exactly as it appears on the 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** %CIDS-3-SHUN\_LIST\_DELETE\_FAIL: ERROR! shun-list delete from AVL list failed.

**Explanation** The system failed to delete the shun-list from the AVL 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** %CIDS-1-SHUN\_LIST\_ENTRY\_CREATE\_FAIL: Unable to create shun-list entry for ip [dec].[dec].[dec].[dec]

**Explanation** The system cannot create a shun-list entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %CIDS-3-UNABLE\_SSL\_MUTEX\_CALLBACK: Unable to ssl mutex callback for libcurl.

**Explanation** The system cannot perform an SSL mutex callback for libcurl.

**Recommended Action** Copy the message exactly as it appears on the 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.



# CHAPTER 7

## CLI CLIWEB and CNFGR System Messages

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This chapter contains the following topics:

- [CLI Messages, page 7-1](#)
- [CLIWEB Messages, page 7-3](#)
- [CNFGR Messages, page 7-6](#)

### CLI Messages

This section contains command-line interface (CLI) messages.

**Error Message** %CLI-3-INVALID\_AP\_KEY: Invalid AP Hash Key Provided

**Explanation** The system has detected an invalid AP Hash Key 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** %CLI-3-LOGIN\_FAILED: Login failed. User:[chars], Service type:[dec]. [chars].

**Explanation** Login 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** %CLI-1-TRACE\_LEVEL\_ALERT: Level Alert.

**Explanation** The system has tested if the trace level Alert is enabled or not.

**Recommended Action** No action is required. This is for testing purposes only.

**Error Message** %CLI-2-TRACE\_LEVEL\_CRIT: Level Critical.

**Explanation** The system has tested if the trace level Critical is enabled or not.

**Recommended Action** No action is required. This is for testing purposes only.

**Error Message** %CLI-7-TRACE\_LEVEL\_DEB: Level Debug.

**Explanation** The system has tested if the trace level Debug is enabled or not.

**Recommended Action** No action is required. This is for testing purposes only.

**Error Message** %CLI-0-TRACE\_LEVEL\_EMER: Level Emergency.

**Explanation** The system has tested if the trace level Emergency is enabled or not.

**Recommended Action** No action is required. This is for testing purposes only.

**Error Message** %CLI-3-TRACE\_LEVEL\_ERR: Level Error.

**Explanation** The system has tested if the trace level Error is enabled or not.

**Recommended Action** No action is required. This is for testing purposes only.

**Error Message** %CLI-6-TRACE\_LEVEL\_INFO: Level information.

**Explanation** The system has tested if the trace level Information is enabled or not.

**Recommended Action** No action is required. This is for testing purposes only.

**Error Message** %CLI-5-TRACE\_LEVEL\_NOT: Level Notice.

**Explanation** The system has tested if the trace level Notice is enabled or not.

**Recommended Action** No action is required. This is for testing purposes only.

**Error Message** %CLI-4-TRACE\_LEVEL\_WARN: Level Warning.

**Explanation** The system has tested if the trace level Warning is enabled or not.

**Recommended Action** No action is required. This is for testing purposes only.

# CLIWEB Messages

This section contains web command-line interface (CLIWEB) messages.

**Error Message** %CLIWEB-3-BAD\_LOGO\_FILENAME: File [chars] does not exist as a logo. Clearing..

**Explanation** The file does not exist as a logo.

**Recommended Action** Copy the message exactly as it appears on the 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** %CLIWEB-3-BUFFER\_TOO\_LONG: Buffer for [chars] too long (max = [dec] chars).

**Explanation** The buffer 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** %CLIWEB-3-BUFFER\_TOO\_SMALL: Buffer for [chars] too small

**Explanation** The buffer is too small.

**Recommended Action** Copy the message exactly as it appears on the 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** %CLIWEB-3-INDEX\_OUT\_OF\_RANGE: Index:[chars] out of range [dec] (max = [dec]).

**Explanation** The index is out of range.

**Recommended Action** Copy the message exactly as it appears on the 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** %CLIWEB-3-INIT\_FAILED: Unable to initialize. Reason: [chars].

**Explanation** The system is unable 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/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** %CLIWEB-3-INVALID\_PORT\_SPEED: Unknown Port Speed found for interface [dec]/[dec]/[dec].

**Explanation** The system has found an unknown port speed for the 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** %CLIWEB-3-SOCKET\_OPER\_FAILED: Failed to [chars] the Java Socket.

**Explanation** A failure has occurred in a Java 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** %CLIWEB-3-WEBAUTH\_ENABLE\_FAILED: External Web Auth cannot be enabled. [chars].

**Explanation** External Web Auth cannot be enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %CLIWEB-3-WEBAUTH\_TYPESET\_FAILED: External Web Auth type cannot be set. [chars].

**Explanation** External Web Auth type cannot be set.

**Recommended Action** Copy the message exactly as it appears on the 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** %CLIWEB-3-WEBSRVR\_IPSET\_FAILED: Unable to set External Web Server. [chars].

**Explanation** The system is unable to set the External Web 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.

# 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/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** %CNFGR-3-GET\_REGISTRY\_FAIL: sysCfgChange [chars] not set.

**Explanation** The system has failed to get the 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/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** %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/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** %CNFGR-3-INV\_COMP\_ID: Invalid Component Id : [chars] ([dec]) in cfgConfiguratorInit.

**Explanation** The system has detected an invalid component that was 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/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** CNFGR-0-LIC\_AP\_COUNT\_CHANGE: AP count change: Handle = 0x%x, Type = %d\n.

**Explanation** The number of access points has changed.

**Recommended Action** Copy the message exactly as it appears on the 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** %CNFGR-3-L2\_SYS\_INIT\_FAIL: Cannot initialize a required function: Layer2.

**Explanation** The system 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/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** %CNFGR-3-MAX\_REGISTRATIONS: sysCfgChange registrar\_ID [dec] greater than LAST\_COMPONENT\_ID.

**Explanation** A maximum number of registrations has been 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/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** %CNFGR-3-MGMT\_IF\_SET\_FAIL: cfgHardwareDetectCallback: couldn't set mgmt vlan for vlan id [dec].

**Explanation** The system 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/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.



# CHAPTER 8

## DAPI DEBUG and DHCP System Messages

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This chapter contains the following topics:

- [DAPI Messages, page 8-1](#)
- [DEBUG Messages, page 8-2](#)
- [DHCP Messages, page 8-4](#)

### 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. 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/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** %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 module, the 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/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.

## DEBUG Messages

This section contains debugging (DEBUG) messages.

**Error Message** %DEBUG-6-CLT\_LOOKUP\_FAIL: Client entry [hex].[hex].[hex].[hex].[hex].[hex] not found in db

**Explanation** The client entry has not been found in the database. The 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-4-INVALID\_ELEM\_ID: Received an invalid Information Element. Element id [dec] is invalid

**Explanation** The system has 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/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** %DEBUG-4-INVALID\_EVENT: Received unsupported event [dec].

**Explanation** The system has received an 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/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** %DEBUG-4-INVALID\_LEN: Received a corrupted packet. Element Info Length [dec] received greater than DataLen [dec]

**Explanation** The system has 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/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** %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/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** %DEBUG-3-MSG\_POST\_FAILURE: Failure to post Troubleshoot info for msg type [dec] for MAC Address: [hex].[hex].[hex].[hex].[hex].[hex]

**Explanation** The system has failed to post troubleshooting information for a client. Either the client is not in the watch list or the queue for the troubleshooting 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/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** %DEBUG-3-MSG\_SEND\_FAIL: Failed to send Event [chars] to Queue [chars].  
Error Code is [dec]

**Explanation** The system is unable to send messages to the queue. The queue for the task might be 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/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** %DEBUG-4-RMV\_CLT\_FAIL: Failed to remove client  
[hex].[hex].[hex].[hex].[hex].[hex] from watchlist

**Explanation** The system has failed to remove a client from the debug watchlist.

**Recommended Action** No action is required.

**Error Message** %DEBUG-3-START\_TMR\_FAIL: Trouble Shoot Timer could not be started

**Explanation** The system could not start the troubleshoot 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/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.

## 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** The 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/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** %DHCP-4-ADDR\_NOT\_ALLOCATED: No IP addresses to give -- OFFER abandoned -- packet dropped

**Explanation** The system has no IP addresses to give -- OFFER abandoned -- the packet has been 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/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** %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** The IP address is not in the 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/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** %DHCP-4-ARP\_LOOKUP\_FAIL: Default gateway arp lookup failed.

**Explanation** The default gateway ARP lookup 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** %DHCP-3-ARP\_SEND\_FAIL: Unable to send ARP Request. Local MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. Ip Addr: %d.%d.%d.%d Target Ip Addr: %d.%d.%d.%d Interface # %d. Vlan Id: %d

**Explanation** The system is unable to send an 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/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** %DHCP-3-BAD\_DHCP\_PKT: Bad DHCP packet from [dec].[dec].[dec].[dec], dropping

**Explanation** The system has detected a bad DHCP packet. The system is dropping 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/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** %DHCP-3-BIND\_FAIL: Unable to bind the socket.

**Explanation** The system is 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/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** %DHCP-3-BIND\_NWPORT\_ERR: Binding network port failed.

**Explanation** Binding the network port 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** %DHCP-3-BIND\_SRPORT\_ERR: Binding service port failed.

**Explanation** Binding the service port 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** %DHCP-4-BOGUS\_PKT: bogus packet, option fields too long.

**Explanation** The system has detected a bogus packet. The option fields are 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** %DHCP-3-BROADCAST\_ADDR\_NOTSET: Unable to set the broadcast address.  
Reason: [chars]

**Explanation** The system is 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/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** %DHCP-3-BUFF\_ALLOC\_ERR: Out of System buffers.

**Explanation** The system is 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/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** %DHCP-6-CHADDR\_FILTER\_STATE: NPU/Driver DHCP CHADDR Filter is [chars]

**Explanation** Informational message that indicates if the 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** The system is unable to load the 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/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** %DHCP-3-CONFIG\_SAVE\_FAIL: Unable to store config file in NVRAM [chars].

**Explanation** The system is unable to store the configuration 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/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** %DHCP-1-CRANITE\_PASSTHRU: Received DHCP packet on a Cranite WLAN.

**Explanation** The system has received a 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/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** %DHCP-0-CREAT\_TASK\_FAIL: Failed to Create the task: [chars]

**Explanation** The system has 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/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** %DHCP-3-DEL\_IFADDR\_FAIL: Unable to delete the address on interface

**Explanation** The system is unable to delete the address on the 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** %DHCP-4-DHCP\_CLEAR\_FAIL: IP Address could not be de-registered for the station: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The IP address could not be unregistered.

**Recommended Action** Copy the message exactly as it appears on the 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** %DHCP-3-DHCP\_PKT\_LOOPED: Received a DHCP packet sent by the controller itself possible network loop!

**Explanation** A possible network loop has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %DHCP-4-DHCP\_PKT\_OVRSIZE: Oversized DHCP packet

**Explanation** The system has detected an 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/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** %DHCP-4-DHCP\_PKT\_WRONGSIZE: DHCP options incorrect length

**Explanation** The system has detected that the DHCP options have an 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/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** %DHCP-4-DHCP\_RECV\_FAIL: Could not receive the dhcp packet Error.

**Explanation** The system could not receive 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/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** %DHCP-6-DISP\_SERV\_ADDR: dhcp server: binding to [dec].[dec].[dec].[dec]

**Explanation** Informational message that indicates 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** The system has dropped the 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/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** %DHCP-4-ENCAPSULATE\_FAIL: Unable to encapsulate header.

**Explanation** The system is unable to encapsulate the 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/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** %DHCP-4-EXIT\_PORT\_NOTGET: Invalid exit port - could not resolve exit intfNum.

**Explanation** The system has detected an invalid exit port. The system could not resolve the exit.

**Recommended Action** Copy the message exactly as it appears on the 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** %DHCP-1-FORTRESS\_PASSTHRU: Received DHCP packet on a Fortress WLAN.

**Explanation** The system has received the 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/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** %DHCP-3-GET\_IFADDR\_FAIL: Unable to retrieve the interface address

**Explanation** The system is 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/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** %DHCP-3-GET\_MASK\_FAIL: Unable to retrieve the mask for an ip address

**Explanation** The system is 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/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** %DHCP-4-INVALID\_MSG\_TYPE: Unsupported message ([hex]) -- ignoring

**Explanation** The system has detected an 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/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** %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** The ARP table contains a VLAN ID other than the expected 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/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** %DHCP-4-IPRGSTR\_MSCB\_FAIL: Registering IP on mscb failed for station[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Registering IP on the MSCB 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** %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** The DHCP renew/rebind error lease IP is not the same as the client 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/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** %DHCP-4-LEASEIP\_NEQ\_REQIP: Lease->ip [dec].[dec].[dec].[dec] is not same as requested ip [dec].[dec].[dec].[dec].

**Explanation** The lease IP is not the same as the IP requested.

**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** The DHCP lease does not match 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** The DHCP lease 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/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** %DHCP-4-MAGIC\_COOKIE\_INVALID: Invalid magic cookie in the DHCP packet

**Explanation** The system has detected an 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/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** %DHCP-4-MBL\_STATION\_NOTFOUND: Unable to find mscb for [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system is unable to find the MSCB.

**Recommended Action** Copy the message exactly as it appears on the 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** %DHCP-3-MSG\_TRUNCATED: DHCP message getting truncated

**Explanation** The DHCP message is 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/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** %DHCP-3-NETWORK\_OVERLAP: Cannot have overlapping networks. Network id: [dec].[dec].[dec].[dec] in use by scope [chars]\n

**Explanation** The system cannot have overlapping networks. The 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** The DHCP request packet has been 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/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** %DHCP-3-OPT\_CHECK\_EXCEED: Option checking exceeding packet limit  
packet Length: [dec]

**Explanation** The option checking exceeds the 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/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** %DHCP-3-OPT\_LEN\_INVALID: Option length exceeding the length of buffer  
for the tag [hex]

**Explanation** The option length exceeds the length of 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/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** %DHCP-4-OPT\_LEN\_ZERO: Could not add option [hex] . The length of this  
option is zero

**Explanation** The system could not add an 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/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** %DHCP-3-RAWSOCKET\_CREAT\_FAIL: Unable to create raw socket.

**Explanation** The system is unable to create a 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/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** %DHCP-3-RAWSOCKET\_SEND\_FAIL: Sending packets through raw socket failed.

**Explanation** Sending packets through a raw socket 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** %DHCP-4-RELAY\_SERVER\_NOTGET: Unable to get the dhcp relay server's ip address

**Explanation** The system is unable to get the IP address of the DHCP relay 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** %DHCP-3-REMOVE\_LEASE\_FAIL: Unable to remove [dec].[dec].[dec].[dec] from leases.

**Explanation** The system is 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/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** %DHCP-4-REQIP\_NOT\_PRESENT: Received a packet without a requested ip!.

**Explanation** The system has received a packet without a requested IP address.

**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** The DHCP proxy received a 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/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** %DHCP-6-SCOPE\_NOT\_FOUND: Dropping packet from [dec].[dec].[dec].[dec] (unable to match to a dhcp scope)

**Explanation** The system is dropping a packet because it is 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** The system is unable to send 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/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.

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

**Explanation** The system is unable to send a DHCP offer. The system could not allocate an 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/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** `%DHCP-4-SET_IPADDR_FAIL: Failed to set ip address [dec].[dec].[dec].[dec] for the interface [chars]`

**Explanation** The system has failed to set the 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/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** `%DHCP-3-SOCK_CREATE_FAIL: Failed to create socket.`

**Explanation** The system has failed to create 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** `%DHCP-3-SOCK_EXCEP: Exception occurred on the socket.`

**Explanation** An exception has 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/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** %DHCP-3-SOCK\_OPT\_FAIL: Failed to set the option [chars] on socket.

**Explanation** The system has failed to set an 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/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** %DHCP-3-SOCK\_SELECT\_FAIL: select system call failed.

**Explanation** A select system call 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** %DHCP-4-UPDATE\_FAP\_FAIL: Unable to update foreign AP location.

**Explanation** The system is unable to update the 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/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** %DHCP-4-UPDATE\_MSCB\_FAIL: Failed to update MSCB state.

**Explanation** The system has failed to update the 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/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** %DHCP-3-WRITE\_SOCKET\_FAIL: write on socket failed.

**Explanation** A write on the socket 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.





## CHAPTER 9

# DOT1D DOT1Q DOT1X and DOT3AD System Messages

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This chapter contains the following topics:

- [DOT1D Messages, page 9-1](#)
- [DOT1Q Messages, page 9-8](#)
- [DOT1X Messages, page 9-17](#)
- [DOT3AD Messages, page 9-33](#)

## DOT1D Messages

This section contains 802.1D (DOT1D) messages.

**Error Message** %DOT1D-3-WRITE\_CFG\_FAIL: Failed to write config file [chars] in nv storage

**Explanation** The system has failed to store the configuration file in the 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/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** %DOT1D-0-MEM\_ALLOC\_FAIL: [chars],Out of system memory

**Explanation** The system has failed to allocate memory. The system is 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/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** %DOT1D-3-WRITE\_CFG\_FAIL: Failed to write config file [chars] in nv storage

**Explanation** The system has failed to store the configuration file in the 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/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** %DOT1D-0-DATA\_INIT\_FAIL: Failed to allocate memory for the dot1d variables.dot1d sub-system not initialized.

**Explanation** The system has failed to allocate memory for the dot1d variables. The dot1d subsystem 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** %DOT1D-0-PORT\_ALLOC\_FAIL: Failed to allocate memory for GARP Information Declaration(GID)Port number: [hex]..

**Explanation** The system has failed to allocate memory for the 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/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** %DOT1D-0-TASK\_START\_FAIL: Could not create [chars] task. Error code:[dec].The system has failed to initialize dot1d sub-system

**Explanation** The system could not create a task. The dot1d subsystem 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/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** %DOT1D-3-BPDU\_MEMGET\_FAIL: Out of System buffers.

**Explanation** The system is 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/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** %DOT1D-3-RCV\_MSG\_FAIL: The [chars] failed to receive a message. Internal system error. Error code:[dec].

**Explanation** A dot1d subsystem task has failed to receive a message. An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %DOT1D-3-RGSTR\_CHANGE\_FAIL: [chars].dot1d sub-system not initialized

**Explanation** The system is unable to register a change in the state callback. The dot1d subsystem is not initialized.

**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** The system has failed to send a message to a task. The message queue for the task might be full. An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %DOT1D-3-QUEUE\_INIT\_FAIL: Message queue creation error.dot1d sub-system not initialized

**Explanation** The system has failed to initialize the dot1d message queue. The dot1d subsystem 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** %DOT1D-3-SYSINIT\_GETFILE\_FAIL: Failed to retrieve file from nv storage.File name [chars].dot1d sub-system not initialized

**Explanation** The system has failed to retrieve the file from the NV storage. The dot1d subsystem 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** %DOT1D-4-GID\_ALL\_USED: All Ports are used for GARP Information Declaration (GID)

**Explanation** All ports are used for a 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/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** %DOT1D-4-INVALID\_BPDU\_TYPE: Invalid BPDU Type [dec] received

**Explanation** The system has detected an invalid BPDU type received.

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

**Error Message** %DOT1D-6-PORT\_FIND\_FAIL: Port number [hex] is not found for GARP Information Declaration (GID)

**Explanation** A port has not been found for the GARP Information Declaration (GID).

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-CONN\_PORT\_RING: GIP: Connecting Ports #[hex] to ring..

**Explanation** GIP: The system is connecting ports to a ring.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-CREATED\_PORT: GID: created Port # [hex]..

**Explanation** GID: The system has created a port.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-CREATING\_PORT: GID: Creating Port # [hex]..

**Explanation** GID: The system is creating a port.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-DESTROY\_PORT: GID: Destroying Port # [hex]..

**Explanation** GID: The port has been removed.

**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-7-HOLD\_TIMER\_EXP: GID: Hold Timer Expired..

**Explanation** GID: The hold timer has expired.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-JOIN\_MSG\_RCV: GID: Join msg is received..

**Explanation** GID: A join message has been received.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-JOIN\_TIMER\_EXP: GID: join Timer Expired..

**Explanation** GID: A join timer has expired.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-LEAVE\_ALL\_TIMER\_EXP: GID: Leave All Timer Expired..

**Explanation** GID: A leave all timer has expired.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-LEAVE\_EVENT\_RCV: GID: Leave All event is received..

**Explanation** GID: A leave all event has been received.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-LEAVE\_MSG\_RCV: GID: Leave message is received..

**Explanation** GID: A leave message has been received.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-LEAVE\_TIMER\_EXP: GID: Leave Timer Expired..

**Explanation** GID: A leave timer has expired.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-PORT\_ADD: GID: Add Port # [hex]..

**Explanation** GID: The system has added a port.

**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 the index are not used.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-PROP\_JOIN: GIP: propagate Join for Port #[hex]..

**Explanation** GIP: The system has propagated a join for the port.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-PROP\_LEAVE: GIP: propagate Leave for Port #[hex]..

**Explanation** GIP: The system has propagated a leave for the port.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-RMV\_PORT: GID: Removing Port # [hex] from the ring..

**Explanation** GID: The system is removing a port from the ring.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-START\_HOLD\_TIMER: GID: Start Hold Timer..

**Explanation** GID: A start hold timer has occurred.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-START\_JOIN\_TIMER: GID: Start Join Timer..

**Explanation** GID: A start join timer has occurred.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-START\_LEAVE\_TIMER: GID: Start Leave All Timer..

**Explanation** GID: A start leave all timer error has occurred.

**Recommended Action** No action is required.

# DOT1Q Messages

This section contains 802.1Q (DOT1Q) messages.

**Error Message** %DOT1Q-3-FILE\_WRITE\_FAIL: Failed to write to a config file. File Name: [chars].

**Explanation** The system has failed to write to a 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/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** %DOT1Q-3-FLASH\_READ\_FAIL: Error retrieving file [chars] from system flash.

**Explanation** An error has occurred when retrieving the file from the 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/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** %DOT1Q-3-GID\_FIND\_PORT: Failed to find a gid port. Port # [dec].

**Explanation** The system has 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/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** %DOT1Q-3-GIP\_CREATE\_FAIL: Failed to Create GIP..

**Explanation** The system has failed to create a 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/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** %DOT1Q-3-GVR\_CREATE\_FAIL: Failed to Create GVR.

**Explanation** The system has failed to create a 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/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** %DOT1Q-3-GVR\_TO\_DTL: Failed to get the link state for an interface.  
Port # [dec]

**Explanation** The system has 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/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** %DOT1Q-3-INVALID\_CONFIG\_REQ: Invalid configuration request. Failed to send vlan configuration request

**Explanation** The system has detected an invalid configuration request. The system has failed to send the 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/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** %DOT1Q-3-INVALID\_CONFIG\_REQ\_RCV: Invalid configuration received. Failed to service vlan configuration request.

**Explanation** The system has detected an invalid configuration received. The system has failed to service the 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/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** %DOT1Q-3-LAG\_CALBAK\_FAIL: Link Aggregation malfunctioned while initializing Vlan.

**Explanation** A link aggregation has malfunctioned while initializing 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/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** %DOT1Q-3-MBUF\_GET\_FAIL: Unable to transmit GVRP packet for port # [dec]. Out of system buffers.

**Explanation** The system is unable to transmit a GVRP packet. The system is 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/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** %DOT1Q-3-MEM\_ALLOC\_FAIL: Failed to allocate memory.

**Explanation** The system has 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/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** %DOT1Q-3-MIN\_VLAN\_FAIL: No VLANs created upon initialization.

**Explanation** No VLANs have been 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/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** %DOT1Q-3-MODIFY\_VLAN\_FAIL: Bridge not initialized. Cannot modify vlan.  
Vlan Id:[dec]

**Explanation** The bridge has not been initialized. The system cannot 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/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** %DOT1Q-3-NOTIFY\_USERS\_FAIL: Failed to notify registered users. Vlan  
Id: [dec].Interface: [dec]

**Explanation** The system has 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/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** %DOT1Q-3-UPDATE\_PSTNT\_FAIL: Problem updating persistent data for VLAN [dec].

**Explanation** There is a problem when updating persistent data for 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/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** %DOT1Q-3-UPDATE\_TNZNT\_FAIL: Problem updating transient data for VLAN [dec].

**Explanation** There is a problem when updating transient data for 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/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** %DOT1Q-3-VLAN\_CONFIG\_FAIL: Failed to configure Vlan. Vlan Id: [dec].

**Explanation** The system has 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/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** %DOT1Q-3-VLAN\_CREATE\_MODIFY\_FAIL: Failed to create or modify vlan.  
Vlan Id: [dec]

**Explanation** The system has 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/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** %DOT1Q-3-VLAN\_DELAVL\_FAIL: Failed to delete a vlan Entry from the AVL tree.VLAN [dec].

**Explanation** The system has failed to delete a VLAN entry from 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/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** %DOT1Q-3-VLAN\_DEL\_FAIL: Failed to delete all static vlans. Number of failures: [dec]

**Explanation** The system has 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/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** %DOT1Q-3-VLAN\_ENTRY\_FAIL: Failed while updating data for VLAN [dec] in the avl tree

**Explanation** The system has failed while updating data for 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/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** %DOT1Q-3-VLAN\_FIND\_FAIL: Vlan [dec] does not exist or invalid Vlan ID

**Explanation** The requested VLAN 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/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** %DOT1Q-3-VLAN\_MBR\_SET: Failed to set an interface to vlan. Vlan Id: [dec]. Interface: [dec]

**Explanation** The system has failed to set an interface to the 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/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** %DOT1Q-3-VLAN\_PORTMBR\_FAIL: Failed to get port membership information for vlan.Port # [dec].

**Explanation** The system has failed to get port membership information for 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/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** %DOT1Q-3-VLAN\_RANGE\_FAIL: Attempt to create a vlan with an invalid vlan id [dec].

**Explanation** The system has attempted 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/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** %DOT1Q-3-VLAN\_RGS\_FAIL: VLAN registration failed. Registrar: [dec].

**Explanation** The 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/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** %DOT1Q-3-VLAN\_TYPEGET\_FAIL: Failed to get the Vlan Type. Port # [dec].

**Explanation** The system has 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/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** %DOT1Q-6-DB\_FULL: GVRP: Data Base is FULL. Port #: [dec]

**Explanation** GVRP: The database is full.

**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** These are no available entries for the VLAN ID. The maximum number of VLANs allowed have been exceeded.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-CREATE\_GVR: GVRP: Create GVR.

**Explanation** GVRP: The system has created a GVR.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-DSTR\_GVR: GVRP: Destroying GVR..

**Explanation** GVRP: The GVR has been removed.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-GVR\_ADD\_PORT: GVRP: GVR add Port # [hex]..

**Explanation** GVRP: The GVR has added a port.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-GVR\_RMV\_PORT: GVRP: GVR removed Port # [hex]..

**Explanation** GVRP: The GVR removed a port.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-JOIN\_MSG\_RCV: GVRP: Join msg is received. Port #: [dec].

**Explanation** GVRP: A join message has been received.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-LEAVE\_ALL\_TMR\_EXP: GVR: delete attribute Timer Expired..

**Explanation** GVR: A delete attribute timer has expired.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-LEAVE\_MSG\_RCV: GVRP: Leave msg is received. Port #:[dec].

**Explanation** GVRP: A leave message has been received.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-PORT\_ENABLED: Port is Enabled. Port #: [dec].

**Explanation** The port is enabled.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-PORT\_JOINING: GVRP: Port # [hex] is joining..

**Explanation** GVRP: The port is joining.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-PORT\_LEAVING: GVRP: Port # [hex] is leaving..

**Explanation** GVRP: The port is leaving.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-TX\_GVR: GVRP: Transmitting msg. Port # [dec].

**Explanation** GVRP: The system is transmitting a message.

**Recommended Action** No action is required.

## DOT1X Messages

This section contains 802.1X (DOT1X) messages.

**Error Message** %DOT1X-1-ABORT\_AUTH: Authentication aborted for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**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/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** %DOT1X-3-AAA\_AUTH\_SEND\_FAIL: Unable to send authentication message to AAA server for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system failed to authenticate the client because a message could not be 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/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** %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/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** %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/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** %DOT1X-1-SEND\_AAA\_FAILED: Could not 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/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** %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-1-SET\_BRDCST\_KEY\_ERR: Could not set broadcast keys for WLAN  
[int]; GTK length [int], Max GTK Buffer [int]

**Explanation** The system could not set or refresh the broadcast keys for the WLAN because the key hold buffer is shorter.

**Recommended Action** Copy the message exactly as it appears on the 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** %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/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** %DOT1X-1-VALIDATE\_REPLAY\_CTR\_FAILED: Could not 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-3-AAA\_SEND\_ERR: Error sending AAA message - [chars]; client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication has 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/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** %DOT1X-3-AAA\_SEND\_FAILURE: Unable to send AAA message for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication has 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/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** %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** The system failed to authenticate the client due to an internal error that occurred when attempting to add the key mapping.

**Recommended Action** Copy the message exactly as it appears on the 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** %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 the 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/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** %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 that 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/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** %DOT1X-3-COMPUTE\_PRF\_FAILED: Failed to compute PRF mode [int], size [int] - [chars]

**Explanation** An internal error occurred when attempting to calculate a pseudorandom 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/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** %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/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** %DOT1X-3-EAPOL\_MSG\_ATTACK: Possible eapol key messages attack - %s; for 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 issue might be caused by an intruder that is 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 group 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/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** %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/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** %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/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** %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/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** %DOT1X-3-INVALID\_DOT1X\_Q\_TYPE: Invalid dot1x message 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/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** %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] found for the encryption cipher

**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/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** %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/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** %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/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** %DOT1X-3-INVALID\_MIC\_ALGORITHM: Selected unsupported MIC algorithm [int] for MIC computation

**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/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** %DOT1X-3-INVALID\_PTK\_LEN: Invalid PTK key length [int] for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**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/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** %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 [chars] msg has invalid information when mobile is in %s state - %s; KeyLen %u, Key type %u, 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-KEY\_LEN\_NOT\_FOUND: Encryption key length not found for encryption policy %u

**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/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** %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/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** %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-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-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/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** %DOT1X-3-UNKNOWN\_EAPOL\_KEY\_DESC: Received unknown EAPOL key descriptor %u from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**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/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** %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 username is already in use by another client.

**Recommended Action** Ensure that unique usernames are used by each client.

**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 issue might be caused by an intruder and countermeasures may have to 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 to client - invalid WPA state [int] for 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/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** %DOT1X-4-AAA\_MAX\_RETRY: Max AAA authentication attempts exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication has 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-4-BE\_RCV\_NULL\_ARG: Empty message received from AAA

**Explanation** An 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/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** %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/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** %DOT1X-4-IGNORE\_PREAUTH: Ignoring pre-auth request from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A preauthentication request message from a client was ignored.

**Recommended Action** No action is required.

**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 802.1X interface of the AP was not found. This issue might have been caused by the sudden loss of connection to the AP, where the client reassociates with another AP, or with the same AP when it recovers.

**Recommended Action** Copy the message exactly as it appears on the 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** %DOT1X-4-INVALID\_MSG\_TYPE: Invalid message type [int] received from AAA

**Explanation** The system received a message from AAA with a type as logged in msglog. The system ignored the 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/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** %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-4-RCV\_NULL\_ARG: Empty message received from AAA

**Explanation** An 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/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** %DOT1X-4-RCV\_SHORT\_EAP\_ATTR: Received short EAP Attribute for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** 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/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** %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/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** %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-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-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-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.

## DOT3AD Messages

This section contains 802.3ad (DOT3AD) messages.

**Error Message** %DOT3AD-3-FAIL\_CONFIG\_WRITE: Failed to store config file [chars] in nv store

**Explanation** The system failed to store the configuration file in the 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/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** %DOT3AD-0-FAIL\_DOT3AD\_MSGQ: LAG: Unable to create msg queue for dot3ad lac task.

**Explanation** LAG: The system is unable to create a message queue for the dot3ad lac task. The dot3ad subsystem 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** %DOT3AD-0-FAIL\_DOT3AD\_SEM: Unable to create a dot3ad semaphore.

**Explanation** The system is unable to initialize a dot3ad semaphore. The dot3ad subsystem 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** %DOT3AD-3-FAIL\_DOT3AD\_REBOOT: LAG in transition..Swtich reboot DUE..!!!

**Explanation** A LAG is in transition. A switch reboot is due.

**Recommended Action** No action is required.

**Error Message** %DOT3AD-3-FAIL\_DOT3AD\_SYSBUF: Out of System buffers.

**Explanation** The system is 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/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** %DOT3AD-0-FAIL\_LAC\_CREATE: Failed to create dot3ad LAC task.

**Explanation** The system has failed to create the dot3ad LAC task. The dot3ad subsystem 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** %DOT3AD-0-FAIL\_LAC\_INIT: Unable to initialize dot3ad lac task.

**Explanation** The system is unable to initialize the dot3ad lac task. The dot3ad subsystem 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.





## DTL and EAP System Messages

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This chapter contains the following topics:

- [DTL Messages, page 9-1](#)
- [DTLS Messages, page 9-19](#)
- [EAP Messages, page 9-23](#)

### DTL Messages

This section contains designated transit list (DTL) messages.

**Error Message** DTL-0-ARP\_DEL\_GW\_FAILED: Could not delete the GW MAC ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) entry from the GW table.

**Explanation** The system is unable to delete the GW MAC address.

**Recommended Action** No action is required.

**Error Message** DTL-0-LAG\_IN\_TRANSITION: LAG in transition. Switch reboot DUE.

**Explanation** There is a time lag in transition. You might need to reboot the switch.

**Recommended Action** No action is required.

**Error Message** DTL-0-ARP\_ORPHANPKT\_DETECTED: STA(Target MAC Address) [[hex]:[hex]:[hex]:[hex]:[hex]:[hex], %u.%u.%u.%u] ARP (op %s) received with invalid SPA(Source IP Address) %u.%u.%u.%u/TPA(Destination IP Address) %u.%u.%u.%u

**Explanation** The system has detected an orphaned ARP packet.

**Recommended Action** No action is required.

**Error Message** %DTL-0-SOCK\_OPER\_FAILED: Socket [chars] operation failed.

**Explanation** A socket operation 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** %DTL-1-ARP\_PKT\_RECVD: Received ARP packet on a [chars] WLAN.

**Explanation** The system has received an ARP packet through the CRANITE/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/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** %DTL-0-END\_LOAD\_FAILED: Failed to load Enhanced Network Driver.

**Explanation** The system has failed to load an enhanced network driver.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-1-ARP\_POISON\_DETECTED: STA [[hex]:[hex]:[hex]:[hex]:[hex]:[hex], [dec].[dec].[dec].[dec]] ARP (op [int]) received with invalid SPA [int].[int].[int].[int]/TPA [int].[int].[int].[int]

**Explanation** The system might have detected ARP spoofing or poisoning. However, this message does not necessarily imply that any malicious ARP spoofing has occurred. The message appears when the following conditions are true:

- A WLAN is configured with DHCP Required, and a client device, after associating on that WLAN, transmits an ARP message without first completing DHCP. This may be normal behavior; it could happen, for example, when the client is statically addressed, or when the client is holding a valid DHCP lease from a prior association. The resulting message might look like this example:

```
DTL-1-ARP_POISON_DETECTED: STA [00:01:02:0e:54:c4, 0.0.0.0] ARP (op 1) received
with invalid SPA 192.168.1.152/TPA 192.168.0.206
```

The effect of this condition is that the client will be unable to send or receive any data traffic until it acquires a valid DHCP address through the WLC. Table 9-1 lists explanations for each segment of the example message above.

**Table 9-1** Explanations for ARP\_POISON Message Segments

Message Segment	Explanation
DTL-1-ARP_POISON_DETECTED	The controller received an ARP packet from a client in DHCP_REQ state.
STA [00:01:02:0e:54:c4, 0.0.0.0]	The client (“STA,” an 802.11 wireless station) has a MAC address of 00:01:02:0e:54:c4 and an IP address unknown to the controller (“0.0.0.0”).
ARP (op 1)	The offending packet received from the client was an ARP request (opcode 1).
invalid SPA 192.168.1.152/TPA 192.168.0.206	The source IP address (SPA: “sender protocol address”) of the ARP request was 192.168.1.152. The target IP address (TPA, or “target protocol address”) of the ARP request was 192.168.0.206.

**Recommended Action** When you see this message, take one or more of these steps:

- Decide whether you want to force your wireless clients to DHCP first, after associating, before they can send IP packets.
  - If no, unconfigure the DHCP that is required for the WLAN and this error should not appear.
  - If yes, configure all clients to use DHCP. If clients are configured for DHCP but sometimes send IP packets after associating without re-DHCPing, then see if the client eventually does re-DHCP and does not suffer an unacceptable outage before re-DHCPing. If the outage before re-DHCPing is acceptable, you can ignore this message. If the client never does re-DHCP after associating, then it will never be able to pass Layer 3 traffic. In that case, you need to change the client’s behavior so that it always does re-DHCP after associating.
- If the source IP address (SPA) of the ARP is an APIPA address (such as one in 169.254.0.0/16), the client might be attempting but failing to acquire an address using DHCP, and you should verify that your DHCP implementation works.

```
Error Message %DTL-1-IP_CONFLICT_DETECTED: Network device with mac addr
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] using IP address of local interface
'[chars]'. [int].[int].[int].[int] - Received ARP [chars] ([int]) on interface
[int] with vlan ID [int]. IP conflict is detected
```

**Explanation** The IP address of one of the interfaces on the switch is being used by another network 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/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** %DTL-3-APENTRY\_CONF\_FAILED: Unable to configure an AP entry. [chars].  
Intf=[dec]

**Explanation** The system is unable to configure an AP entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-APENTRY\_DEL\_FAILED: Unable to delete AP entry due to [chars]  
(=[dec])

**Explanation** The system is unable to delete an AP entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-APENTRY\_ADD\_FAILED: Unable to Add AP entry due to [chars]  
(=[dec]).

**Explanation** The system is unable to add an AP entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-ARPDATA\_LOOP\_DETECTED: Found an Arp Data looping from [dec]. Drop it

**Explanation** The system has found an ARP data loop from a particular interface. The system will drop 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/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** %DTL-3-ARP\_SEND\_FAILED: Could not send [chars] to [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. VLAN=[dec], Intf=[dec]. [chars].

**Explanation** The system could not send an ARP 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/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** %DTL-3-CALLBACK\_PROC\_FAILED: Callback for command:[dec] failed for user port: [int]/[int]/[int]

**Explanation** A DTL callback process has failed unexpectedly.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-DSINTF\_SET\_FAILED: Unable to configure the Distribution Service Interface [chars].

**Explanation** The system is unable to set the distribution service 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** %DTL-3-DSNET\_BCAST\_FAILED: Failed to [chars] broadcast on the WLC.

**Explanation** The WLC forwards the broadcast traffic only when broadcasting is enabled. The toggling of this state 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** %DTL-3-DSNET\_CONF\_FAILED: Unable to set [chars] on Distribution Service interface.

**Explanation** The system is unable to set the specified parameter on the distribution service 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** %DTL-3-DSNET\_MCAST\_FAILED: Failed to [chars] multicast on the WLC.

**Explanation** The WLC forwards multicast traffic only when multicasting is enabled. Toggling this state 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** %DTL-3-DSNET\_MCAST\_MODE\_FAILED: Failed to set multicast mode to [chars] on the WLC.

**Explanation** The WLC can forward multicast packets by encapsulating the multicast packet in either a unicast LWAPP packet or a multicast LWAPP packet. Toggling this mode 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** %DTL-3-DSPORT\_DEL\_FAILED: Could not delete Distribution Service port: [dec]. [chars].

**Explanation** The system could not delete the distribution service 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/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** %DTL-3-FAP\_ADD\_FAILED: Could not add a Foreign AP port. [chars]. Port Intf = [dec].

**Explanation** The system could not add a foreign AP 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/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** %DTL-3-FAP\_DEL\_FAILED: Could not delete a Foreign AP port. [chars]. Port Intf = [dec].

**Explanation** The system could not delete a foreign AP 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/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** %DTL-3-FDBMAC\_ADD\_FAILED: Unable to add an MAC entry. [chars].

**Explanation** The system is unable to add a MAC entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-INTFTBL\_CONF\_FAILED: Unable to configure Interface table entry.The DAPI command [chars] failed

**Explanation** The system is unable to configure an interface table entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-INVALID\_ARP\_TIMEOUT\_ADDR: MAC entry ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) received for timeout is INVALID. Dropping it.

**Explanation** A MAC entry received for a timeout is INVALID. The system is dropping the entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-INVALID\_MCAST\_UPORT: Invalid usp ([int],[int],[int]) used for multicast!

**Explanation** An invalid user port was used for a multicast.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-INVALID\_NODEINFO\_TYPE: Unsupported information type([dec]) found for interface [dec].

**Explanation** An unsupported information type has been found.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-INVALID\_PORT\_INDEX: Using invalid port [int] to index Port Table

**Explanation** The system is using an invalid port to index the port table.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-MAC\_DELETE\_ALL\_FAILED: Failed to delete all entries from table. Could not delete [dec] MAC entries.

**Explanation** The system has failed to delete all MAC entries from the table.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-MCAST\_STREAM\_REG\_FAILED: Could not register a multicast stream on the interface [dec].

**Explanation** The system could not register a multicast stream.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-MIBOBJ\_INIT\_FAILED: DTL device failed to initialize MIB2 table.

**Explanation** The DTL device failed to initialize a MIB2 table.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-MSG\_Q\_ENQUEUE\_FAILED: Failed to enqueue message to DTL message queue. Head=[hex], Tail=[hex], Count=[dec].

**Explanation** The system has failed to enqueue the message to the DTL message queue.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-MSG\_Q\_FULL: DTL msg queue is FULL. Head=[hex], Tail=[hex], Count=[dec].

**Explanation** The DTL message queue is 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/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** %DTL-3-NPUARP\_ADD\_FAILED: Unable to add an ARP entry for [dec]:[dec].[dec].[dec] to the network processor. [chars].

**Explanation** The system is unable to add an ARP entry to the network processor.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-NPUARP\_DEL\_FAILED: Unable to delete an ARP entry for [dec]:[dec].[dec].[dec] from the network processor. [chars].

**Explanation** The system is unable to delete an ARP entry from the network processor.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-NPUMAC\_DEL\_FAILED: Unable to delete the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from the network processor. [chars]

**Explanation** The system is unable to delete a specific MAC address entry from the network processor.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-OSARP\_ADD\_FAILED: Unable to add an ARP entry for [dec]:[dec].[dec].[dec] to the operating system. [chars].

**Explanation** The system is unable to add an ARP entry to the operating system.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-OSARP\_DEL\_FAILED: Unable to delete an ARP entry for [dec].[dec].[dec].[dec] from the operating system. [chars]

**Explanation** The system is unable to delete an ARP entry from the operating system.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-PDU\_RECEIVE\_FAILED: Failed to receive a PDU. USP:[dec]/[dec]/[dec]. Family=[dec], Cmd=[dec], Event=[dec].[chars]

**Explanation** The system has failed to receive a network 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/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** %DTL-3-PKT\_TX\_ERROR: Failed to transmit a packet of type [dec], USP:[dec]/[dec]/[dec].

**Explanation** The system has failed to transmit a network packet on a particular device 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** %DTL-3-RESTART\_TIMER\_FAILED: [chars]

**Explanation** The system has failed to start the ARP timeout 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/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** %DTL-3-SCBIP\_ADD\_FAILED: Unable to plumb SCB IP entry with key [hex]:[hex]:[hex]:[hex]:[hex]:[hex] for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to NPU

**Explanation** The system is unable to plumb the SCB IP entry to the NPU.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-SCBIP\_DEL\_FAILED: Unable to remove SCB IP entry for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from NPU

**Explanation** The system is unable to remove an SCB IP entry from the NPU.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-TBTBL\_CONF\_FAILED: Unable to configure token bucket table entry.The DAPI command [chars] failed

**Explanation** The system is unable to configure a token bucket table entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-TUNNEL\_PKT\_SEND\_FAILED: Could not tunnel a packet to [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. VLAN=[dec], Intf=[dec]. [chars].

**Explanation** The system could not tunnel a 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/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** %DTL-4-ACL\_SET\_FAILED: Could not set an ACL entry. ACL Id=[dec]. [chars].

**Explanation** The system could not set an ACL entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-4-ARPMAP\_DEL\_FAILED: [chars]

**Explanation** The system has failed to delete the ARP MAP.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-4-DSINTF\_GET\_FAILED: Unable to get the interface set for distribution system.

**Explanation** The system is unable to get the interface set for the distribution system.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-4-FDBCMD\_RECV\_FAILED: Failed to process command from user port [dec]/[dec]/[dec]. Family=[dec], Cmd=[dec], Event=[dec]. [chars].

**Explanation** The system has failed to process a command from the user 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/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** %DTL-4-GRAT\_ARP\_NOTSENT: Did not send Gratuitous ARP to defend IP address ([int].[int].[int].[int]) of local interface '[chars]'.

**Explanation** A gratuitous ARP that was sent to defend the IP address was held due to rate limiting.

**Recommended Action** No action is required.

**Error Message** %DTL-4-INVALID\_DOT1D\_STATE: Received invalid DOT1D state [dec], for interface [dec].

**Explanation** The system has received an invalid DOT1D 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/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** %DTL-4-IPPROTO\_RECV\_NOT\_READY: DTL interface not yet ready to accept IP frames.

**Explanation** The DTL interface is not ready to accept IP frames. It has not been 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** %DTL-6-ARP\_ADD\_FAILED: Unable to insert an ARP entry for [dec].[dec].[dec].[dec] to the ARP table.

**Explanation** The system is unable to insert an ARP entry to the ARP table.

**Recommended Action** No action is required.

**Error Message** %DTL-6-ARPDATA\_QUEUE\_OVERLOAD: ARP input q exceeds limit. Current val = [dec]

**Explanation** The ARP task input queue has exceeded its limit. See if there is an ARP loop in the network.

**Recommended Action** No action is required.

**Error Message** %DTL-6-ARP\_DEL\_FAILED: Could not delete the ARP entry for [dec].[dec].[dec].[dec] from the ARP table.

**Explanation** The ARP entry to be deleted does not exist.

**Recommended Action** No action is required.

**Error Message** %DTL-6-ARP\_PKT\_TYPE\_NOT\_EOIP: Received tunneled arp packet type [dec] is not EOIP

**Explanation** The system has received an ARP packet that should be tunneled from a foreign controller. It should contain the EOIP type.

**Recommended Action** No action is required.

**Error Message** %DTL-6-ARP\_TABLE\_FULL: ARP table is full. Could not add the new entry

**Explanation** The ARP table is full. The system could not add the new entry.

**Recommended Action** No action is required.

**Error Message** %DTL-6-ARP\_WRONG\_ETYPE: Received Wrong Ethertype [dec] to arp task .

**Explanation** The system has received an Ethernet type that is not an ARP type.

**Recommended Action** No action is required.

**Error Message** %DTL-6-MAC\_DELETE\_FAILED: Failed to delete MAC entries in ARP Send Table.

**Explanation** The system has failed to delete MAC entries in the ARP send table.

**Recommended Action** No action is required.

**Error Message** %DTL-6-RX\_ARP\_LWAPP\_CTL: Received lwapp ctl packet to arp task at wrong place.

**Explanation** The received Ethernet type is an LWAPP type. It should not be LWAPP control.

**Recommended Action** No action is required.

**Error Message** %DTL-6-TUNNELED\_NOT\_ARP: Received tunneled packet type [dec] is not a arp packet.

**Explanation** The system has received tunneled ARP requests that should have ARP type packets.

**Recommended Action** No action is required.

**Error Message** %DTL-6-TUNNELED\_NOT\_BCAST: Received tunneled packet type is not a broadcast packet.

**Explanation** The system has received tunneled ARP requests that should have broadcast packets.

**Recommended Action** No action is required.

**Error Message** %DTL-6-VAPID\_OUT\_OF\_RANGE: ssid [dec] of the client is out of range

**Explanation** The system has received tunneled ARP requests that should be broadcast packets.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-7-ARP\_DELETE\_STATUS: ARP Table is Full. Deleting the entry with IP: [int].[int].[int].[int] and Mac Address: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] [chars]

**Explanation** This is a status of the request to delete the IP/MAC entry from the ARP table.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-7-END\_LOAD\_DONE: Done loading Enhanced Network Driver....

**Explanation** The system has finished loading the enhanced network driver.

**Recommended Action** No action is required.

**Error Message** %DTL-7-END\_LOAD\_STARTED: Loading Enhanced Network Driver.

**Explanation** The system is loading the enhanced network driver.

**Recommended Action** No action is required.

**Error Message** %DTL-7-RESOLV\_REQ\_DROPPED: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not a client,dropping the resolve request

**Explanation** The controller is dropping the ARP resolve request because the client could not be found.

**Recommended Action** Copy the message exactly as it appears on the 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.

## DTLS Messages

This section contains DTLS messages.

**Error Message** %DTLS-3-ALLOC\_FAILED: Resource allocation failed\n

**Explanation** The system failed to allocate a resource to complete the requested DTLS operation.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-APID\_DEL\_FAILED: Unable to delete AP Id entry due to [chars] (= [dec])

**Explanation** The system is unable to delete the AP ID entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-MOBTUN\_ADD\_FAILED: Unable to configure Mobility tunnel. [chars]. port=[dec] vlan=[dec]

**Explanation** The system is unable to configure the mobility tunnel.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-MOBTUN\_DEL\_FAILED: Unable to delete Mobility tunnel due to [chars]. port=[dec]

**Explanation** The system is unable to delete the mobility tunnel.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-TUN\_ADD\_TO\_RG\_FAILED: Unable to add AP to multicast replication group. [chars]. ([dec])

**Explanation** The system is unable to add an AP to the multicast replication group.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-TUN\_DEL\_TO\_RG\_FAILED: Unable to delete AP from multicast replication group. [chars]. ([dec])

**Explanation** The system is unable to delete an AP from the multicast replication group.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTLS-3-HANDSHAKE\_FAILURE: Failed to complete DTLS handshake with peer [int].[int].[int].[int]\n

**Explanation** An error occurred during a DTLS handshake. The session will be closed.

**Recommended Action** Reestablish the DTLS session.

**Error Message** %DTLS-3-HANDSHAKE\_TIMEOUT: Failed to complete DTLS handshake with peer [int].[int].[int].[int]\n

**Explanation** An error occurred during a DTLS handshake timeout.

**Recommended Action** Reestablish the DTLS session.

**Error Message** %DTLS-3-HASH: DTLS connection hash table error - [chars].\n

**Explanation** An error occurred when accessing the DTLS connection hash table.

**Recommended Action** No action is required.

**Error Message** %DTLS-3-LIBRARY\_ERROR: [chars] while communicating with peer [int].[int].[int].[int]\n

**Explanation** An unexpected value has been returned from the underlying DTLS library.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTLS-3-PKI\_ERROR: PKI initialization error : [chars] \n

**Explanation** An error occurred while initializing the PKI for the DTLS.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTLS-3-RECORD\_ERROR: Erronous record received - [chars].\n

**Explanation** An invalid record has been received. It will be 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/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** %DTLS-3-UNKNOWN\_CONNECTION: Local port [int] is not associated with any established DTLS connection\n

**Explanation** The system cannot perform the specified operation because the specified local port is not associated with any established DTLS connection.

**Recommended Action** Use a port that is associated to an established DTLS connection.

**Error Message** %DTLS-4-BAD\_CERT: Certificate verification failed. Peer IP: [int].[int].[int].[int]\n

**Explanation** The DTLS peer has presented an invalid certificate.

**Recommended Action** No action is required.

**Error Message** %DTLS-4-BAD\_COOKIE: DTLS cookie verification failed. Peer IP: [int].[int].[int].[int]\n

**Explanation** The DTLS peer has presented an invalid cookie.

**Recommended Action** No action is required.

**Error Message** %DTLS-5-ESTABLISHED: DTLS connection established on local port [int]\n

**Explanation** A DTLS connection has been established on the indicated port.

**Recommended Action** No action is required.

**Error Message** %DTLS-5-ESTABLISHED\_TO\_PEER: DTLS connection established to [int].[int].[int].[int]\n

**Explanation** A DTLS connection has been established on a peer.

**Recommended Action** No action is required.

**Error Message** %DTLS-5-PEER\_DISCONNECT: DTLS peer [int].[int].[int].[int] has closed connection.\n

**Explanation** The DTLS peer has sent a message to close the connection.

**Recommended Action** No action is required.

**Error Message** %DTL-6-ARP\_ADD\_FAILED: Unable to insert an ARP entry for [dec].[dec].[dec].[dec] to the ARP table.

**Explanation** The system is unable to insert an ARP entry into the ARP table.

**Recommended Action** No action is required.

**Error Message** %DTLS-6-DUPLICATE\_RECORD: Duplicate record received - ignored.\n

**Explanation** A duplicate record has been received. It will be ignored.

**Recommended Action** No action is required.

**Error Message** %DTLS-6-RECORD\_IGNORED: Record ignored - [chars].\n

**Explanation** The record has been ignored for the reason specified in the error message.

**Recommended Action** No action is required.

## EAP Messages

This section contains Extensible Authentication Protocol (EAP) messages.

**Error Message** %EAP-3-MSGQUEUEFAILED: IOS Proc shim: Unable to enqueue message to proc

**Explanation** IOS message queue simulation: The system is unable to enqueue a message to 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/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** %EAP-3-NOPROCQUEUE: EAP global process Queue not enabled!

**Explanation** The EAP global process queue is not enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %EAP-3-TIMERINITFAILED: Cannot init timer

**Explanation** The system cannot initialize or create a timer.

**Recommended Action** Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.



# CHAPTER 10

## EMT EMWEB and ETHOIP System Messages

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This chapter contains the following topics:

- [EMT Messages, page 10-1](#)
- [EMWEB Messages, page 10-4](#)
- [ENVMON Messages, page 10-7](#)
- [ETHOIP Messages, page 10-7](#)

### EMT Messages

This section contains Ethernet Multisegment Topology (EMT) messages.

**Error Message** %EMT-2-OUT\_OF\_MEMORY\_ERROR2: Unable to allocate semaphore.

**Explanation** The Ethernet Multisegment Topology task has failed to initialize correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMT-2-TASK\_CREATE\_ERROR: Failed to Create EMT Task..

**Explanation** The Ethernet Multisegment Topology task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMT-2-TASK\_INIT\_ERROR1: Did not initialize array ptable\_entry\_count correctly !.

**Explanation** The Ethernet Multisegment Topology task has failed to initialize correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMT-2-TASK\_INIT\_ERROR2: Did not initialize array ptable correctly !.

**Explanation** The Ethernet Multisegment Topology task has failed to initialize correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMT-2-TIMER\_CREATE\_ERROR: Failed to create EMT Hello Timer

**Explanation** The Ethernet Multisegment Topology task failed to initialize correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMT-3-CONFIG\_SAVE\_ERROR: osapiFsWrite failed on [chars].

**Explanation** The EMT configuration could not be saved correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMT-3-MSG\_DELIVERY\_ERROR1: Cannot deliver timer message to emt task!.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMT-3-MSG\_DELIVERY\_ERROR2: Cannot deliver enable/disable message to emt task!.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMT-3-OUT\_OF\_MEMORY\_ERROR1: Out of System buffers.

**Explanation** The system might be running low on 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/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** %EMT-3-UNSUPPORTED\_MSG\_RECVD: EMT Task: Received unsupported message.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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.

## EMWEB Messages

This section contains embedded web (EMWEB) messages.

**Error Message** %EMWEB-1-BUFFER\_TOO\_MANY: Received too many Http buffers from a session. BufCount([dec]) > Max ([dec]), BufLen= [dec]. Aborting session.

**Explanation** The system has received too many HTTP buffers from a session. The system is aborting the session.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMWEB-1-LOGIN\_FAILED: Login failed. User:[chars]. [chars].

**Explanation** The system has failed to log on.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMWEB-3-ATTACK\_DETECTED: Detecting an attack from [chars]. [chars]. Disconnecting

**Explanation** The system has detected an attack and is disconnecting.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMWEB-3-CERTIFICATE\_NOT\_FOUND: Unable to find Web Authentication Certificate. [chars].

**Explanation** The system is unable to find the web authentication certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMWEB-3-CONN\_REJECT: An incoming connection has been rejected. [chars].

**Explanation** The system has rejected an incoming connection.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMWEB-3-FORM\_SUBMIT\_FAILED: Form submit action failed. [chars].

**Explanation** A form submit action 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** %EMWEB-3-INVALID\_SOCKET\_NAME: Unable to get socket name. Error: [chars].

**Explanation** The system is unable to get the socket 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** %EMWEB-3-RCV\_FAILED: Failed to receive a web request. [chars]

**Explanation** The system has failed to receive a web request. The system is unable to allocate a buffer to receive the packet. This issue can occur if there is a DoS attack.

**Recommended Action** Copy the message exactly as it appears on the 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** %EMWEB-4-CLI\_OUTPUT\_TRUNCATED: CLI output has been truncated. Line no: [dec].

**Explanation** The CLI output has been 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/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** %EMWEB-4-CONSOLE\_CLOSED: Closing serial console connection.

**Explanation** The system is closing the serial console connection.

**Recommended Action** Copy the message exactly as it appears on the 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.

## ENVMON Messages

This section describes environmental monitoring messages.

**Error Message** %ENVMON-4-PEAK\_INCOMING\_TRAFFIC: The incoming traffic on the data ports is TOO high: %u Mbps !

**Explanation** The incoming traffic rate has increased in the last 10 seconds.

**Recommended Action** Copy the message exactly as it appears on the 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.

## ETHOIP Messages

This section describes Ethernet over IP (ETHOIP) messages.

**Error Message** %ETHOIP-4-ARP\_SEND\_ERROR: Unable to send ARP Request for [int].[int].[int].[int]

**Explanation** An ARP request send 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** %ETHOIP-2-DS\_PORT\_NOT\_FOUND: Unable to find the DS port while trying to send an Ethernet over IP ping message.

**Explanation** An internal error has occurred while sending an Ethernet over IP ping message.

**Recommended Action** Configure DS port if not configured. Otherwise, copy the message exactly as it appears on the 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** %ETHOIP-2-LOCK\_CREATE\_ERROR: Failed to create Ethernet-over-IP ping lock.

**Explanation** The mobility failover and guest redundancy services did not start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-2-SOCKET\_OPEN\_ERROR: Unable to open Ethernet-over-IP socket

**Explanation** A mobility failover or guest redundancy services might have been affected.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-2-TASK\_INIT\_ERROR1: Failed to create Ethernet-over-IP socket rx task.

**Explanation** A mobility failover and guest redundancy services did not start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-2-TASK\_INIT\_ERROR2: Failed to create ethoip osapi queue.

**Explanation** A mobility failover and guest redundancy services did not start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-2-TASK\_INIT\_ERROR3: Failed to create ethoip osapi receive task.

**Explanation** A mobility failover and guest redundancy services did not start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-3-INVALID\_PING\_REPLY\_RECVD2: Drop Ethernet-over-IP ping reply from [int].[int].[int].[int]; expected reply from [int].[int].[int].[int]

**Explanation** The Ethernet over IP task has dropped an unexpected ping reply.

**Recommended Action** No action is required.

**Error Message** %ETHOIP-3-INVALID\_PKT\_OPTYPE\_RECVD: Recv Ethernet over IP pkt from [int].[int].[int].[int], unrecognized opcode [dec]

**Explanation** The system has received an Ethernet over IP packet of the incorrect 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/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** %ETHOIP-3-INVALID\_PKT\_RECVD: Ethernet over IP pkt too short; pkt size=[int], expected min=[int]

**Explanation** An invalid Ethernet over IP packet has been received.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-3-INVALID\_PKT\_SUBTYPE\_RECVD: Recv Ethernet over IP ping pkt from [int].[int].[int].[int]: ethtype=[hex], expected [hex]

**Explanation** The system has received an Ethernet over IP ping packet of the incorrect 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/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** %ETHOIP-3-MOBILITY\_PEER\_NOT\_FOUND: ping to [int].[int].[int].[int] failed, no mobility record found for the peer.

**Explanation** The ping destination was not found in the mobility list.

**Recommended Action** Check the mobility list configuration on the controller.

**Error Message** %ETHOIP-3-OSAPI\_MSG\_RECV\_ERROR: Could not rx osapi msg.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-3-OUT\_OF\_MEMORY\_ERROR: Out of System buffers.

**Explanation** The system might be running low on 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/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** %ETHOIP-3-PING\_RECVD\_FROM\_NON\_MEMBER: Drop Ethernet-over-IP ping reply from [int].[int].[int].[int]; not a mobility peer

**Explanation** The Ethernet over IP task has dropped a ping reply from an unknown source.

**Recommended Action** Compare the mobility list configuration on the controller with that on the ping sender.

**Error Message** %ETHOIP-3-PING\_RESPONSE\_TX\_FAILED: Failed to tx a ping response to [int].[int].[int].[int], rc=[dec]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-3-PING\_SEND\_ERROR1: Mobility ping to [int].[int].[int].[int] rejected, not a mobility peer

**Explanation** Internal system information

**Recommended Action** Check the mobility configuration on this WLC to see if it has the peer listed.

**Error Message** %ETHOIP-3-PING\_SEND\_ERROR2: Mobility ping to [int].[int].[int].[int] rejected, transmit count [dec] exceeds allowed value [dec].

**Explanation** The **mping** command has failed.

**Recommended Action** Enter the **mping** command again with a valid transmit count.

**Error Message** %ETHOIP-3-PING\_SEND\_ERROR3: Mobility ping to [int].[int].[int].[int] failed, osapi msg to mobility task failed

**Explanation** The mping command has failed due to 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/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** %ETHOIP-3-PING\_TRANSMIT\_FAILED: [chars]: Failed to tx Ethernet over IP ping rc=[dec].

**Explanation** An internal system error has occurred.

**Recommended Action** Check the logs preceding this error. If no possible resolution is found, copy the message exactly as it appears on the 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** %ETHOIP-3-PKT\_RECV\_ERROR: [chars]: ethoipRecvPkt returned error

**Explanation** An internal system error has occurred.

**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/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** %ETHOIP-3-SOCKET\_READ\_ERROR: read from dtl Ethernet-over-IP socket failed.

**Explanation** A mobility failover or guest redundancy services might be running into socket issues.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-3-SOCKET\_REOPEN\_ERROR: Unable to re-open Ethernet-over-IP socket

**Explanation** A mobility failover or guest redundancy services might be running into socket issues.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-3-SOCKET\_SELECT\_ERROR: select from Ethernet-over-IP socket failed with error [dec]

**Explanation** A mobility failover or guest redundancy services might be running into socket issues.

**Recommended Action** Copy the message exactly as it appears on the 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** %ETHOIP-4-RECVD\_PKT\_FROM\_NON\_MEMBER: Recv Ethernet over IP ping from [int].[int].[int].[int], not from a mobility peer

**Explanation** This controller has received an Ethernet over IP ping from a nonmember.

**Recommended Action** Check mobility configuration on this WLC and its peer to see if it needs correction. If the problem persists, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %ETHOIP-4-GW\_RESOLVE\_ERROR: ping to [int].[int].[int].[int] failed, cannot resolve next-hop gw, rc=[dec]

**Explanation** The next hop gateway could not be resolved for the ping destination address.

**Recommended Action** Debug your network to allow the resolution of the next hop gateway to this destination.

**Error Message** %ETHOIP-4-RECVD\_PKT\_WITH\_INVALID\_GROUP: Recv Ethernet over IP ping from [int].[int].[int].[int] in different Group

**Explanation** This controller has received an Ethernet over IP ping with the group ID that is not matching this controller.

**Recommended Action** Check the mobility configuration on this WLC and its peer to see that groups are configured properly.

**Error Message** %ETHOIP-4-RECVD\_PKT\_WITH\_INVALID\_VERSION: Recv Ethernet over IP ping from [int].[int].[int].[int], with invalid version

**Explanation** This controller has received an Ethernet over IP ping with a version that does not match this controller.

**Recommended Action** Check the code version on this WLC and its peer to see if they match. If the problem persists, open a case with the Technical Assistance Center.

**Error Message** %ETHOIP-6-INVALID\_PING\_REPLY\_RECVD1: Drop bogus Ethernet-over-IP ping reply from [int].[int].[int].[int]

**Explanation** The Ethernet over IP task has dropped a ping reply.

**Recommended Action** No action is required.

**Error Message** %ETHOIP-6-PING\_REPLY\_FAILED: ping reply to [int].[int].[int].[int] failed, rc=[dec]

**Explanation** The previous message possibly carries the reason for the ping failure.

**Recommended Action** No action is required.

**Error Message** %ETHOIP-6-PING\_REQUEST\_FAILED: ping request to [int].[int].[int].[int] failed, rc=[dec]

**Explanation** The previous message possibly carries the reason for the ping failure.

**Recommended Action** No action is required.

**Error Message** %ETHOIP-6-ARP\_TO\_RESOLVE\_GW: Cannot reach [int].[int].[int].[int], no ARP entry for next-hop gw [int].[int].[int].[int] so tx ARP req.

**Explanation** An attempt is being made to resolve the next hop gateway.

**Recommended Action** No action is required.



## FDB FIPS HIFN and FlexConnect System Messages

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This chapter contains the following topics:

- [FDB Messages, page 11-1](#)
- [FIPS Messages, page 11-2](#)
- [HIFN Messages, page 11-5](#)
- [FlexConnect Messages, page 11-6](#)

### FDB Messages

This section contains FDB subsystem (FDB) messages.

**Error Message** %FDB-0-MSGTAG001: Failed to Create fdb Task..

**Explanation** The system has failed to create an FDB 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/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** %FDB-3-MSGTAG002: Error retrieving file [chars].

**Explanation** An error has occurred when retrieving the file [chars].

**Recommended Action** Copy the message exactly as it appears on the 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** %FDB-3-MSGTAG003: LIF: Unable to register for VLAN change callback.

**Explanation** The system is unable to register for a VLAN change 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** %FDB-3-MSGTAG004: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** An error has occurred on a call to the osapiFsWrite routine in 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/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** %FDB-3-MSGTAG005: fdb Task: Failed to create, exiting.....

**Explanation** The system has failed to create the FDB task and is now 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/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.

## FIPS Messages

This section contains Federal Information Processing Standards (FIPS) messages.

**Error Message** %FIPS-3-AP\_ZEROIZATION\_FAILED: Unable to zeroize the AP key. [chars].

**Explanation** FIPS requires a mechanism to zeroize a critical security parameter. An error occurred while trying to zeroize the AP secret.

**Recommended Action** Copy the message exactly as it appears on the 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** %FIPS-3-LOADCONF\_FAILED: Unable to load configuration.

**Explanation** The system has failed to load the FIPS 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/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** %FIPS-3-ZEROIZATION\_FAILED: Unable to reset the system key. [chars].

**Explanation** FIPS requires a mechanism to reset a critical security parameter. An error occurred while trying to reset the system 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/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** %FIPS-3-ZEROIZE\_AP\_FAILED: Unable to reset the AP key. [chars].

**Explanation** The system is unable to reset the AP 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/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** %FIPS-3-ZEROIZE\_CFM\_SEND\_FAILED: Unable to reset the AP key. [chars].

**Explanation** An error has occurred while trying to confirm an AP key reset.

**Recommended Action** Copy the message exactly as it appears on the 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** %FIPS-3-ZEROIZE\_REQ\_SEND\_FAILED: Unable to reset the AP key. [chars].

**Explanation** An error has occurred while trying to send a reset key request 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/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** %FIPS-4-DUPLICATE\_NDRNG\_OUTPUT: Duplicate non-deterministic RNG output. Auto-seeding...

**Explanation** A FIPS continuous RNG test has failed. FIPS requires that two consecutive NDRNG blocks must not be the same.

**Recommended Action** Copy the message exactly as it appears on the 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** %FIPS-4-DUPLICATE\_RNG\_OUTPUT: Duplicate FIPS 186-2 RNG output. Auto-seeding...

**Explanation** A FIPS continuous RNG test has failed. FIPS requires that two consecutive RNG blocks must not be the same.

**Recommended Action** Copy the message exactly as it appears on the 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** %FIPS-4-PREREQMODE\_SET\_FAILED: Unable to set FIPS prerequisite mode because it is already [chars].

**Explanation** The FIPS prerequisite mode is already set.

**Recommended Action** No action is required.

**Error Message** %FIPS-4-RNGSEEDKEY\_MATCHED: FIPS 186-2 Seed matches Seed Key. Auto-seeding...

**Explanation** FIPS requires that the RNG seed must not be the same as the RNG seed key.

**Recommended Action** No action is required.

**Error Message** %FIPS-6-AP\_ZEROIZATION: AP key zeroization initiated.

**Explanation** FIPS requires a mechanism to zeroize a critical security parameter.

**Recommended Action** No action is required.

## HIFN Messages

This section contains HIFN subsystem (HIFN) messages.

**Error Message** %HIFN-3-DHMAPMEM: error return [dec] while mapping DH structs

**Explanation** A call for mapping various structures for the public key and the private key 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** %HIFN-3-DHMEMOVERRUN: Memory overrun in DH parameter

**Explanation** An error has occurred when some tasks overwrite into DH structure memories. A memory overrun has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %HIFN-3-DHSYNCEXECFAIL: error return [dec] while execution of command

**Explanation** A call to execute a command on the security processor has returned a 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/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.

## FlexConnect Messages

This section contains FlexConnect access point messages.

**Error Message** %FLEXCONNECT-3-MSGTAG001: Unable to write flexconnect configuration file.

**Explanation** The system is unable to write the FlexConnect 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/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** %FLEXCONNECT-6-MSGTAG002: Configuration file version < 4.2.2.3

**Explanation** The configuration file is a version earlier than software release 4.2.2.3.

**Recommended Action** Copy the message exactly as it appears on the 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.





# CHAPTER 12

## IAPP IDMGR INIT IOS System Messages

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This chapter contains the following topics:

- [IAPP Messages, page 12-1](#)
- [IDMGR Messages, page 12-4](#)
- [INIT Messages, page 12-5](#)
- [IOS Messages, page 12-12](#)

### IAPP Messages

This section contains Inter-Access Point Protocol (IAPP) messages.

**Error Message** %IAPP-2-TASK\_INIT\_ERROR1: Failed to create IAPP socket rx task..

**Explanation** The IAPP task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %IAPP-2-TASK\_INIT\_ERROR2: Unable to open IAPP socket

**Explanation** The IAPP task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %IAPP-3-AP\_NOT\_FOUND: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not exist.

**Explanation** An access point could not be found.

**Recommended Action** Check if this AP is registered in the current AP list on the controller and 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/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** %IAPP-3-INVALID\_PKT\_RECVD: invalid subType([dec]) in iappProcessLocpClientPackets

**Explanation** An invalid IAPP packet has been received.

**Recommended Action** Copy the message exactly as it appears on the 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** %IAPP-3-MOBILE\_NOT\_FOUND: mobile station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not exist.

**Explanation** A mobile station could not be found.

**Recommended Action** Check if this mobile station is listed in the current client list on the controller and 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/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** %IAPP-3-OUT\_OF\_MEMORY\_ERROR: Out of System buffers.

**Explanation** The system might be running low on 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/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** %IAPP-3-SOCKET\_READ\_ERROR: read from dtl IAPP socket failed.

**Explanation** An IAPP task is experiencing problems while processing packets.

**Recommended Action** Copy the message exactly as it appears on the 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** %IAPP-3-SOCKET\_OPEN\_ERROR: Unable to re-open IAPP socket

**Explanation** An IAPP task is experiencing problems while processing packets.

**Recommended Action** Copy the message exactly as it appears on the 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** %IAPP-3-SOCKET\_SELECT\_ERROR: select from IAPP socket failed with error [dec]

**Explanation** An IAPP task is experiencing problems while processing packets.

**Recommended Action** Copy the message exactly as it appears on the 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** %IAPP-3-UNSUPPORTED\_MSG\_RECVD: unsupported message [dec] from LOCP to client

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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.

## IDMGR Messages

This section contains ID Manager (IDMGR) messages.

**Error Message** %IDMGR-3-ID\_MANAGER\_INTERNAL\_ERROR: [chars]

**Explanation** An internal error has occurred with the ID Manager.

**Recommended Action** Copy the message exactly as it appears on the 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** %IDMGR-3-INTERRUPT: [chars]

**Explanation** There has been an attempt to get the ID at the interrupt level.

**Recommended Action** Copy the message exactly as it appears on the 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** %IDMGR-3-INVALID\_ID: bad id in [chars] (id: [hex])

**Explanation** An ID Manager error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.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** %IDMGR-3-INVALID\_ID\_TABLE\_SIZE: bad new ID table size

**Explanation** A bad new table request to ID Manager has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %IDMGR-3-MALLOC\_FAILURE: [chars]

**Explanation** A MALLOC failure has occurred in the ID Manager.

**Recommended Action** Copy the message exactly as it appears on the 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.

## INIT Messages

This section contains initialization (INIT) messages.

**Error Message** %INIT-0-DRIVER\_OPEN\_FAILED: Failed to open the driver [chars]

**Explanation** The system has failed to open the driver.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-0-LICENSED\_CRASH: License daemon exited abnormally with signal.:%d

**Explanation** The license daemon has exited abnormally.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-0-LICENSED\_EXIT\_NORMAL: License daemon exited normally with code [dec].

**Explanation** The license daemon has exited normally.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-0-LICENSED\_FORK\_FAILED: Failed to spawn the license daemon.

**Explanation** The system has failed to spawn the license daemon.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-0-LICENSED\_RESTART\_NOTIFY: Failed to send notification of the restart event.

**Explanation** The system has failed to send a notification of the restart event.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-0-LICENSED\_START\_FAILED: Failed to start the license daemon.

**Explanation** The system has failed to start the license daemon.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-0-SEM\_CREAT\_FAILED: Failed to create semaphore for the INIT task.

**Explanation** The system has failed to create a semaphore for the INIT 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/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** %INIT-0-SET\_I2CADDR\_FAILED: Failed to set the I2C device address for dual Gig card.

**Explanation** The system has failed to set the I2C device address for a dual Gigabit card.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-0-READ\_GIGCARD\_FAILED: Failed to read data from dual Gig card.

**Explanation** The system has failed to read data from a dual gigabit card.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-0-TASK\_CREAT\_FAILED: Failed to create the task [chars].

**Explanation** The system has failed to create a 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/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** %INIT-0-WRITING\_INVALID\_VALUE\_TO\_SERVICE\_PORT: Writing invalid value of [hex] to control register of service port phy.

**Explanation** The system is writing an invalid value to the control register of the service 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/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** %INIT-0-WRITE\_GIGCARD\_FAILED: Failed to write data to dual Gig card.

**Explanation** The system has failed to write data to a dual gigabit card.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-2-MOUNT\_FAILED: [chars][dec].

**Explanation** The system is unable to mount or unmount the AP image directory (/mnt/images).

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-3-CREAT SOCK\_FAILED: Failed to open socket to read MAC address from eth[dec].

**Explanation** The system has failed to open a socket to read the MAC 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/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** %INIT-3-FILE\_OPEN\_FAILED: Failed to open the file [chars].

**Explanation** The system has failed to open a 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** %INIT-3-INIT\_GIGCARD\_FAILED: Failed to initialize dual Gig card.

**Explanation** The system has failed to initialize a dual Gigabit card.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.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** %INIT-3-MDIO\_CMD\_INVALID: Invalid MDIO command [dec]

**Explanation** The system has detected an invalid MDIO command.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-3-PARSING\_FAILED: Unable to parse the content of the file [chars].

**Explanation** The system is unable to parse the content of a 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** %INIT-3-READ\_EEPROM\_FAILED: Failed to read MAC address from EEPROM.

**Explanation** The system has failed to read a MAC address from EEPROM.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-3-READ\_HWADDR\_FAILED: Failed to read MAC address from eth[dec].The ioctl call failed for [chars].

**Explanation** The system has failed to read a MAC 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/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** %INIT-3-TRANSCEIVER\_NOT\_DETECTED: No transceivers detected.

**Explanation** No transceivers have been detected.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-3-TRANSCEIVER\_DOWN: Transceiver [chars] is down

**Explanation** A transceiver is down.

**Recommended Action** Copy the message exactly as it appears on the 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** %INIT-6-FE\_MODULE\_NOT\_FOUND: Fast Ethernet Module not found.

**Explanation** A Fast Ethernet module has not been found.

**Recommended Action** No action is required.

**Error Message** %INIT-6-SWITCHING\_TRANSCEIVER: Switching to Transceiver [chars].

**Explanation** The system is switching to another transceiver.

**Recommended Action** No action is required.

**Error Message** %INIT-6-SECURITY\_MODULE\_NOT\_FOUND: Security Module not found.

**Explanation** The security module has not been found.

**Recommended Action** No action is required.

**Error Message** %INIT-7-INIT\_LED: Initializing LEDs

**Explanation** The system is initializing LEDs.

**Recommended Action** No action is required.

**Error Message** %INIT-7-SWITCH\_BOOTING: Switch booting...

**Explanation** The switch is booting.

**Recommended Action** No action is required.

## IOS Messages

This section contains Cisco IOS messages.

**Error Message** %IOS-3-INV\_CERT\_LEN: LOCAL-AUTH(SHIM): Received peer cert too big (size [int])

**Explanation** The system has received a peer certificate that is too big.

**Recommended Action** Copy the message exactly as it appears on the 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** %IOS-3-INV\_PARAM: OPSSL\_PARSER: Received a NULL ctx in verify callback

**Explanation** The system has received a null ctx in a verify callback. An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %IOS-3-PEER\_CERT\_DECODE\_FAIL: LOCAL-AUTH(SHIM): Unable to decode peer device cert for session [hex]

**Explanation** The system is unable to decode a peer device certificate for the specified session.

**Recommended Action** Copy the message exactly as it appears on the 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** %IOS-3-PEER\_CERT\_GET\_FAIL: LOCAL-AUTH(SHIM): Unable to retrieve peer device cert for session [hex]

**Explanation** The system is unable to retrieve a peer device certificate for the specified session.

**Recommended Action** Copy the message exactly as it appears on the 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** %IOS-3-PEER\_CERT\_VER\_FAIL: LOCAL-AUTH: Peer cert (user '[chars]') failed '[chars]' check

**Explanation** The system has failed to authenticate the specified 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** %IOS-3-PEER\_CERT\_ZERO\_LEN: OPSSL\_PARSER: Received a zero len cert from peer for session [hex]

**Explanation** The system has received a zero len certificate from a peer for the specified session.

**Recommended Action** Copy the message exactly as it appears on the 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.



# CHAPTER 13

## IPSTAT L7API L7COMM and LAG System Messages

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This chapter contains the following topics:

- [IPSTAT Messages, page 13-1](#)
- [L7API Messages, page 13-1](#)
- [L7COMM Messages, page 13-2](#)
- [LAG Messages, page 13-2](#)

### IPSTAT Messages

This section contains IP statistics (IPSTAT) messages.

**Error Message** %IPSTAT-3-STATS\_CREATE\_FAIL: ipStatsCreate: Could not create [chars] counters for interface [dec].

**Explanation** The system could not create statistical counters. An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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.

### L7API Messages

This section contains L7API subsystem (L7API) messages.

**Error Message** %L7API-0-SYS\_INIT\_FAIL: SystemInitStatus is corrupt [hex]

**Explanation** The SystemInitStatus is corrupt.

**Recommended Action** Copy the message exactly as it appears on the 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.

## L7COMM Messages

This section contains L7COMM subsystem (L7COMM) messages.

**Error Message** %L7COMM-3-ACL\_NAME\_TOO\_LONG: aclName too long

**Explanation** The ACL name 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** %L7COMM-3-VLAN\_NAME\_TOO\_LONG: vlanIfName too long

**Explanation** The vlanIfName 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.

## LAG Messages

This section contains Link Aggregation (LAG) messages.

**Error Message** %LAG-0-TASK\_CREATE\_FAIL: Could not create Lag Task. Lag not initialized

**Explanation** The system could not create a LAG task. The LAG 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** %LAG-0-QUEUE\_CREATE\_FAIL: Unable to create msg queue for Lag Task. Lag initialization failed.

**Explanation** The system is unable to create a message queue for the LAG task. LAG initialization 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** %LAG-3-CMD\_WAIT\_FAIL: Lag command failed to complete for Interface: [dec].

**Explanation** The LAG command has failed to complete 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** %LAG-3-CONFIG\_INIT\_FAIL: Failed to apply component startup configuration for Lag.

**Explanation** The system has failed to apply the component startup configuration for LAG.

**Recommended Action** Copy the message exactly as it appears on the 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** %LAG-3-CREATE\_NEW\_FAIL: Could not create LAG from NV config data entry.

**Explanation** The system could not create the LAG from the NV configuration data entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %LAG-3-CRTLBLK\_GET\_FAIL: Cannot create LAG '[chars]'. Exceeded Maximum number of LAG interfaces possible.

**Explanation** The system cannot create the LAG. The maximum number of LAG interfaces have 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/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** %LAG-3-FILE\_WRITE\_FAIL: Failed to write to configuration file [chars].

**Explanation** The system has failed to write 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/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** %LAG-3-INIT\_FAIL: Failed to initialize Link Aggregation.

**Explanation** The system has failed to initialize Link Aggregation.

**Recommended Action** Copy the message exactly as it appears on the 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** %LAG-3-INTF\_FIND\_FAIL: Interface [dec] not found in LAG [dec] member list.

**Explanation** The interface has not been found in the LAG member 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** %LAG-3-INVALID\_COMMAND: Invalid command received.

**Explanation** An invalid command has been received.

**Recommended Action** Copy the message exactly as it appears on the 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** %LAG-3-INVALID\_CONFIG\_PARAMS: Cannot create LAG '[chars]'. Invalid configuration parameters.

**Explanation** The system cannot create the LAG because of invalid configuration parameters.

**Recommended Action** Copy the message exactly as it appears on the 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** %LAG-3-MODIFY\_FAIL: Failed to modify LAG [chars]. Invalid configuration parameters. Try configuring without any members or all members must be full-duplex and have same speed. Interface: [dec]

**Explanation** The system has failed to modify the LAG because of invalid configuration parameters. Try configuring without any members or all members must be full duplex and have the same speed.

**Recommended Action** Copy the message exactly as it appears on the 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** %LAG-3-MODIFY\_INTERNAL\_ERR: Failed to modify LAG [chars]. Internal system error. Interface: [dec]

**Explanation** The system has failed to modify the LAG because of an 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/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** %LAG-3-MSG\_SND\_FAIL: Failed to send message to Lag for a state change request. Interface: [dec]

**Explanation** The system has failed to send a message to the LAG for a state change 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/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** %LAG-3-NIM\_INFOGET\_FAIL: Could not get NIM information for LAG interface [dec]. Failed to initialize LAG.

**Explanation** The system could not get NIM information for a LAG interface. The system has failed to initialize the LAG.

**Recommended Action** Copy the message exactly as it appears on the 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** %LAG-3-NV\_READ\_FAIL: Error retrieving file [chars] from flash

**Explanation** An error occurred while retrieving the file from the flash 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/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** %LAG-3-REG\_CALBAK\_FAIL: Unable to register for interface state changeLAG not initialized.

**Explanation** The system is unable to register for an interface state change. The LAG 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** %LAG-4-INCOMPATIBLE\_PORT\_SPEED: All members of lag must have same speed. Interface [dec] has speed different from all other members of Lag. Removing from Lag.

**Explanation** All members of the LAG must have the same speed. One of the members of the LAG has a different speed different than all other members. The system is removing that interface from the port bundle.

**Recommended Action** No action is required.

**Error Message** %LAG-4-INTF\_SPEED\_UPDATED: Speed of interface [dec] updated with the speed of all other members of Lag.

**Explanation** The speed of the interface has been updated with the speed of all other members of the LAG.

**Recommended Action** No action is required.

**Error Message** %LAG-3-STAT\_INIT\_FAIL: Failed to initialize statistical counters for interface. Interface: [dec]

**Explanation** The system has failed to initialize statistical counters 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** %LAG-3-TASK\_SYNC\_FAIL: Could not synchronize the Lag TASK. Lag not initialized.

**Explanation** The system could not synchronize a Lag task. The Lag was 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.



# CHAPTER 13

## LICENSE LOCP and LOG System Messages

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This chapter contains the following topics:

- [LIC\\_AGENT Messages, page 13-1](#)
- [LICENSE Messages, page 13-2](#)
- [LICENSE\\_IMAGE\\_APPLICATION Messages, page 13-11](#)
- [LOCP Messages, page 13-12](#)
- [LOG Messages, page 13-14](#)

### LIC\_AGENT Messages

This section contains License Agent (LIC\_AGENT) messages.

**Error Message** %LIC\_AGENT-3-MEMORY: [chars]

**Explanation** The license agent subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check the system memory for other memory allocation errors and contact technical support for a problem resolution. Upgrading the memory in the network device might be required.

**Error Message** %LIC\_AGENT-3-UNKNOWN\_EVENT: event [dec], [chars]

**Explanation** The license agent tried to execute an unknown event.

**Recommended Action** Copy the message exactly as it appears on the 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.

# LICENSE Messages

This section contains license (LICENSE) messages.

**Error Message** %LICENSE-3-AKC\_MISMATCH: Generated key [chars] does not match with the user-configured key [chars]. Sw Key: [chars]

**Explanation** The generated key does not match the user-configured 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/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** %LICENSE-3-CARD\_MODEL\_INVALID: NEC license does not support the card model [hex].

**Explanation** The NEC license does not support a card model.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-3-CHECKSUM\_INCORRECT: NEC SKC [chars] checksum [chars] is incorrect.

**Explanation** The NEC SKC has an incorrect checksum.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-6-DECODE\_KEY\_FAILED: Failed to decode the temporary key [chars].

**Explanation** The system has failed to decode the temporary 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/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** %LICENSE-3-FEATURE\_ID\_UNKNOWN: NEC SKC [chars] has unknown feature field [chars].

**Explanation** The NEC SKC has an unknown feature field.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-3-FEATURE\_MISMATCH: The feature [chars] in the SKC [chars] does not match the image

**Explanation** The feature in the SKC does not match the image.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-0-FEATURE\_TURNED\_OFF: NEC key [chars] with feature [chars] has [chars]. AP features are off.

**Explanation** The NEC key has expired or has been deleted. AP features are disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-3-FILE\_ACCESS\_FAILED: Failed to access the compressed file [chars].

**Explanation** The system has failed to access the compressed 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** %LICENSE-3-FILE\_INTEGRITY\_FAILED: File integrity failed.

**Explanation** A file integrity failure has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-3-FILE\_LEN\_BIG: The length of the file [chars] is [int]. It is bigger than the maximum limit [int].

**Explanation** The length of the file is bigger than the maximum size 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/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** %LICENSE-3-FILE\_OPEN\_FAILED: Failed to open the file [chars].Error: [chars].

**Explanation** The system has failed to open a 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** %LICENSE-3-FILE\_READ\_FAILED: Failed to read the file [chars].Error: [chars].

**Explanation** The system has failed to read a 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** %LICENSE-3-FILE\_RETRIEVE\_FAILED: Failed to retrieve the file [chars] from NV memory.

**Explanation** The system has failed to retrieve the AV file from the NV 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/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** %LICENSE-3-FILE\_SIZE\_MISMATCH: Actual size of the file [chars] ([dec] bytes) mismatches with the size retrieved using fstat ([dec] bytes).

**Explanation** The actual size of the file does not match with the size retrieved using FSTAT.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-3-FILE\_WRITE\_FAILED: Failed to write the config file [chars] into NV Memory.

**Explanation** The system has failed to write the license configuration file into the NV 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/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** %LICENSE-3-FSTAT\_FAILED: Failed to obtain the status of the file [chars].The fstat system call failed.Error: [chars].

**Explanation** The system has failed to obtain the status of a 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** %LICENSE-3-GET\_VER\_FAILED: cannot get software release number.

**Explanation** The system cannot get a software release number.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-3-INVALID\_VER\_STR: The software release string [chars] is invalid.[chars].

**Explanation** The software release string is 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/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** %LICENSE-3-KEY\_EXPIRED: NEC key [chars] with feature [chars] has [chars].

**Explanation** The NEC key has expired or has been 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/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** %LICENSE-3-KEY\_GEN\_FAILED: Generating the license key failed. serial <[chars]> product <[dec]> sw release<[dec].[dec].[dec].[dec]> swrelease length [dec].

**Explanation** The license key generation 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** %LICENSE-3-KEY\_ISSUER\_INVALID: The SKC key is neither temporary nor production key.It is rejected.

**Explanation** The SKC key is not a temporary or production key.The system has rejected the 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/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** %LICENSE-3-KEY\_LEN\_INVALID: [chars] [chars] has invalid length [dec].

**Explanation** The key code has an invalid 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/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** %LICENSE-4-LIC\_AGENT\_OFF: License Agent is turned off. UDI=[chars]

**Explanation** The license agent on this device is not running.

**Recommended Action** Check the device configuration. Enable License Agent.

**Error Message** %LICENSE-3-LICENSE\_INTEGRITY\_FAILED: License integrity failed.

**Explanation** A license integrity failure has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-0-LICENSE\_KEY\_MISMATCH: Image and NEC license key mismatch. All AP functionalities are disabled.

**Explanation** The image and NEC license key do not match. All the AP functionality is disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-3-MEM\_ALLOC\_FAILED: Failed to allocate memory of [dec] bytes.

**Explanation** The system has 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/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** %LICENSE-4-NEC\_KEY\_DROPPED: No memory to add NEC key [chars]; user should delete a key.

**Explanation** The system does not have enough memory to add the NEC key; you must delete a 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/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** %LICENSE-3-PROD\_ID\_MISMATCH: ProdSeries(hw=[chars] sw=[chars]) or ProdID(hw=[chars] sw=[chars]) mismatch between hw and sw keys (SKC=[chars])

**Explanation** The hardware and software keys do not match. The product series or the product IDs for the keys might also not match.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-7-READ\_LICENSE\_FILE: Reading the license file [chars].Serial No: [chars].Product : [dec]. sw release:[dec].[dec].[dec].[dec].sw release length [dec].

**Explanation** The system is reading the license file.

**Recommended Action** No action is required.

**Error Message** %LICENSE-7-REBUILDING\_CFG\_FILE: Rebuilding the default configuration for '[chars]'

**Explanation** The system is rebuilding the default license configuration file.

**Recommended Action** No action is required.

**Error Message** %LICENSE-3-SAVE\_TMPKEY\_FAILED: Failed to save the NEC temp key [chars] into config file, and clearing it from the running config.Return code [dec].

**Explanation** The system has failed to save the NEC temporary key into the configuration file. The system is clearing it from the running configuration.

**Recommended Action** No action is required.

**Error Message** %LICENSE-0-SEM\_CREAT\_FAILED: Failed to create license semaphore.

**Explanation** The system has failed to create a license 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/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** %LICENSE-0-TEMP\_KEY\_EXPIRED: NEC temporary key [chars] expired.

**Explanation** A NEC temporary key has expired.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-3-TIMER\_CREAT\_FAILED: Failed to create a NEC license timer.

**Explanation** The system has failed to create a NEC license 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/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** %LICENSE-3-TIMER\_START\_FAILED: Failed to start the NEC license timer.

**Explanation** The system has failed to start the NEC license 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/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** %LICENSE-3-TMP\_KEY\_REUSED: Rejected NEC key [chars] configuration. Re-use of the same temporary key is not allowed.

**Explanation** The system has rejected a NEC key configuration because reusing the same temporary key is not allowed.

**Recommended Action** Copy the message exactly as it appears on the 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.

## LICENSE\_IMAGE\_APPLICATION Messages

This section contains Licensing Image Application (LICENSE\_IMAGE\_APPLICATION) messages.

**Error Message** %LICENSE\_IMAGE\_APPLICATION-3-FAILED: [chars], rc = [dec]

**Explanation** The licensing subsystem failed to create a process or a watched boolean to watch the request from the remote **show subsys license** commands.

**Recommended Action** Copy the message exactly as it appears on the 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** reboot level = [chars] and License = [chars]

**Explanation** This is an informational message to display the change in the next reboot license level.

**Recommended Action** No action is required.

**Error Message** %LICENSE\_IMAGE\_APPLICATION-6-LICENSE\_LEVEL: Module name = [chars] Next reboot level = [chars] and License = [chars]

**Explanation** This is an informational message to display the change in the next reboot license level.

**Recommended Action** No action is required.

**Error Message** %LICENSE\_IMAGE\_APPLICATION-6-LICENSE\_LEVEL\_CONFIG: Please issue 'license boot' config command to make extension license ([chars]) available for use.

**Explanation** This is an informational message to inform the user to make the extension license available to support the image level.

**Recommended Action** Configure the licensing image level.

**Error Message** %LICENSE\_IMAGE\_APPLICATION-6-NO\_LICENSE: [chars] [chars].

**Explanation** There is no valid license available on this device.

**Recommended Action** Purchase a license to activate required features.

**Error Message** %LICENSE\_IMAGE\_APPLICATION-3-UNKNOWN\_EVENT: [chars]

**Explanation** The image licensing subsystem received an event that it does not understand or recognize.

**Recommended Action** Capture the error message and forward it to the appropriate licensing component.

**Error Message** %LICENSE\_IMAGE\_APPLICATION-3-UNKNOWN\_VERSION: [chars]

**Explanation** The image licensing subsystem received an event for an unknown version of a feature.

**Recommended Action** Capture the error message and forward it to the appropriate licensing component.

## LOCP Messages

This section contains Location Protocol (LOCP) messages.

**Error Message** %LOCP-3-CERT\_AAA\_ERR: LOCP: LBS cert AAA Error for [chars]

**Explanation** LOCP: The controller LBS-SSC AuthList has failed to validate a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %LOCP-3-INIT\_FAIL: LOCP Task failed to initialize

**Explanation** The LOCP receive task has failed to initialize and cannot accept incoming LOCP messages.

**Recommended Action** Copy the message exactly as it appears on the 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** %LOCP-3-INV\_CERT\_LEN: LOCP: Received invalid peer cert (size [int])

**Explanation** The system has received an invalid peer certificate that is too big.

**Recommended Action** Copy the message exactly as it appears on the 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** %LOCP-3-PEER\_CERT\_VER\_FAIL: LOCP: LBS cert verification failed check

**Explanation** LOCP: The controller has failed to validate the LBS peer certificate.

**Recommended Action** Copy the message exactly as it appears on the 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.

## LOG Messages

This section contains log (LOG) messages.

**Error Message** %LOG-3-CRASH\_FILE\_CREAT\_FAIL

**Explanation** The system is unable to recreate the crash 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** %LOG-3-FILE\_OPEN\_FAIL: Unable to open crash file [chars]. Error: [chars]

**Explanation** The system is unable to open the specified crash 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** %LOG-3-FILE\_WRITE\_FAIL: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** The system has failed to write the configuration file for the LOG subsystem.

**Recommended Action** Copy the message exactly as it appears on the 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** %LOG-7-SERVICE\_STARTED: syslog services started!

**Explanation** Syslog services have started.

**Recommended Action** No action is required.

**Error Message** %LOG-3-RAW\_FILE\_OPEN\_FAIL: Unable to open raw partition: [chars].  
Error: [chars]

**Explanation** The system is unable to open the raw partition to read the watchdog data.

**Recommended Action** Copy the message exactly as it appears on the 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** %LOG-3-RAW\_FILE\_READ\_FAIL: Unable to read from the raw partition:  
[chars]. Error: [chars]

**Explanation** The system is unable to read the watchdog data from the raw partition.

**Recommended Action** Copy the message exactly as it appears on the 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** %LOG-3-WD\_FILE\_CREAT\_FAIL: Unable to create the watchdog file:  
[chars]. Error: [chars]

**Explanation** The system is unable to create the watchdog 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** %LOG-3-WD\_FILE\_WRITE\_FAIL: Unable to write to the file: [chars].  
Error: [chars]

**Explanation** The system is unable to write to the watchdog 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** %LOG-3-WD\_TOTAL\_INVALID: Total bytes of watchdog data read from the raw device is invalid: [dec].

**Explanation** Total bytes of watchdog data read from the raw device should be a multiple of 512 bytes because the raw device is written in multiples of the sector size. Also, the total should not be very large; otherwise, it fills up the /mnt/application.

**Recommended Action** Copy the message exactly as it appears on the 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.



## LRADSIM and LWAPP System Messages

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This chapter contains the following topics:

- [LRADSIM Messages, page 14-1](#)
- [LWAPP Messages, page 14-4](#)

### LRADSIM Messages

This section contains LWAPP Radio Access Device Simulator (LRADSIM) messages.

**Error Message** %LRADSIM-3-AUTHREQFAIL: Unable to send authenticate message.

**Explanation** The system has failed to encapsulate the header in the authentication message.

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

**Error Message** %LRADSIM-3-INTMACFAIL: Unable to retrieve the interface MAC address.

**Explanation** The system is trying to retrieve the MAC address of an unplugged interface or the interface index exceeds the maximum supported 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** %LRADSIM-3-INVADDR: Invalid destination address provided.

**Explanation** The system is trying to use an invalid IP address.

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

**Error Message** %LRADSIM-3-INVMS: Invalid mobile identifier provided.

**Explanation** The system is trying to use an invalid AP for a mobile station.

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

**Error Message** %LRADSIM-3-INVPARAM: Invalid parameters provided to sendDiscoveryRequest.

**Explanation** A bad destination address or an invalid port number was specified as a parameter to the sendDiscoveryRequest.

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

**Error Message** %LRADSIM-3-INVRCB: Invalid control block identifier provided.

**Explanation** The system is trying to find an invalid or nonexistent control block in the list.

**Recommended Action** No action is required.

**Error Message** %LRADSIM-3-LRADINITFAIL: Unable to create the control block.

**Explanation** The system is unable to get a lock for the control block or trying to corrupt the DB with an invalid control block.

**Recommended Action** Copy the message exactly as it appears on the 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** %LRADSIM-3-MSAUTHFAILED: Sending Auth Request for mobile [dec] on AP [dec]failed.

**Explanation** The system is trying to associate a mobile station on a nonexistent AP.

**Recommended Action** No action is required.

**Error Message** %LRADSIM-3-MSDISFAIL: Sending Discovery Request for mobile [dec] failed.

**Explanation** An invalid parameter has been passed to a discovery 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/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** %LRADSIM-3-MSLISTFAIL: Failed to initialize the mobile station list.

**Explanation** The system is unable to create a lock for the mobile station list. This problem occurs when the system memory is 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/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** %LRADSIM-3-NOINTFOUND: Unable to determine the number of interfaces in the system.

**Explanation** The system is unable to detect the number of active interfaces present in the system.

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

**Error Message** %LRADSIM-3-RCBMISMATCH: No active control block found for the ap Id [dec] Auth req can not besent for mobile Id [dec]

**Explanation** No active control block has been found for the AP and an authentication request cannot be sent to the mobile station.

**Recommended Action** No action is required.

**Error Message** %LRADSIM-3-SYMEMFULL: Out of System buffers.

**Explanation** The system memory is 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/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.

# LWAPP Messages

This section contains Lightweight Access Point Protocol (LWAPP) messages.

**Error Message** %LWAPP-3-AAA\_ERR: Could not send AP authorization request

**Explanation** Due to an error in the internal state of the AP, the AP authorization request could not be sent. The AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-AAA\_ERR2: Invalid AAA state ('[chars]') for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The AP could not join the controller due to 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/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** %LWAPP-3-ADD\_OSSID\_ERR: Unable to add [chars] SSID to override table for AP [chars]

**Explanation** The system was unable to add override SSID information into the database due to an internal error. Override SSID functionality might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-AKITA\_ERR: AP ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) is not supported

**Explanation** This version of the controller software does not support the AP.

**Recommended Action** Obtain the right version of the software that supports the AP if you want this AP in the network.

**Error Message** %LWAPP-3-APEVTLOGDNLDERR: Failed to download event log from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars]

**Explanation** The controller was unable to download the event log from the specified remote AP. The exact reason of the failure is also in the message.

**Recommended Action** Identify the reason for the failure from the message.

**Error Message** %LWAPP-1-AP\_CONTAINED: AP [chars] is being contained on slot [dec]

**Explanation** The specified AP has been detected as a rogue and is being contained.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-AP\_DB\_CREATE\_ERR: Unable to create an entry for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in the database - [chars]

**Explanation** The system could not add the AP into an entry 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/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** %LWAPP-3-AP\_DB\_DELETE\_ERR1: Could not delete AP entry , invalid ID (x[hex])

**Explanation** Deleting the AP from the internal database has failed because the entry for the AP could not be found. It is possible that the AP has been removed from the controller.

**Recommended Action** Use the **show ap summary** command to determine if the AP is still joined to the controller. If it is not, ignore the message. If it is still joined, restart the AP to ensure that it has the latest configuration and contact technical assistance if the problem recurs.

**Error Message** %LWAPP-3-AP\_DB\_DELETE\_ERR2: Unable to remove AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] [chars]

**Explanation** Due to an internal error, deleting the AP entry from the network processor has failed. If the AP attempts to join this controller, it might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-AP\_DB\_ERR1: Unable to find AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] entry in the database, could not process [chars]

**Explanation** The operation being performed for the AP has failed because the internal entry for the AP was not found. It is possible that the AP has been removed from the controller.

**Recommended Action** Use the **show ap summary** command to determine if the AP is still joined to the controller. If it is not, ignore the message. If it is still joined, restart the AP to ensure that it has the latest configuration and contact technical assistance if the problem recurs.

**Error Message** %LWAPP-3-AP\_DB\_ERR2: Unable to find AP (id [int]) in the database, [chars]

**Explanation** The operation being performed for the AP failed because the internal entry for the AP was not found. It is possible that the AP has been removed from the controller.

**Recommended Action** Use the **show ap summary** command to determine if the AP is still joined to the controller. If it is not, the message might be ignored. If it is still joined, restart the AP to ensure that it has the latest configuration and contact technical assistance if the problem recurs.

**Error Message** %LWAPP-3-AP\_DB\_FULL: Could not allocate an entry for the AP, database is full

**Explanation** The internal database for the AP is full, so an entry for the AP could not be added. The AP will not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-AP\_DBG: Could not execute debug command, command is too long; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The remote **debug** command is not supported because it is too long.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-AP\_DB\_INVALID: AP information in the database is invalid

**Explanation** An invalid AP entry was found in the AP database. If the AP is still joined to the controller, it might not function properly.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-4-AP\_JDBG\_ADD\_FAILED: Unable to create AP Join information entry for AP:[hex]:[hex]:[hex]:[hex]:[hex][hex], [chars]

**Explanation** The AP join information could not be added to the debugging database for the indicated reason. Debugging logs might be incomplete.

**Recommended Action** If the AP join information entry could not be created because the controller is already maintaining a maximum number of entries supported on the particular controller platform, ignore the message until the controller is rebooted next. This controller does not record any AP join information for any new APs deployed until the next reboot. For all other reasons specified, copy the message and contact technical assistance.

**Error Message** %LWAPP-4-AP\_JDBG\_INIT\_FAILED: Unable to initialize AP join debugging infrastructure ([chars])

**Explanation** This AP join debugging infrastructure could not be initialized for the specified number of APs to be supported. The exact reason for the failure is specified in the message. The ability to debug AP join issues is limited.

**Recommended Action** No action is required.

**Error Message** %LWAPP-4-AP\_JDBG\_INVALID\_DATA: Invalid AP join debugging data detected (%s)

**Explanation** An internal error has occurred when initializing AP join information for debugging. The ability to debug AP join issues is limited.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-AP\_LOCK\_ERR: Could not obtain exclusive access to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in the database

**Explanation** Access to an internal AP database has failed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-4-AP\_LOG\_HOST\_CFG\_ERR: Unable to set system logging host configuration for AP:[hex]:[hex]:[hex]:[hex]:[hex][hex]

**Explanation** The controller could not configure the system logging for an AP. The AP might no longer be joined to a controller.

**Recommended Action** No action is required.

**Error Message** %LWAPP-6-AP\_MODEL: [int] APs supported on platform ([chars])

**Explanation** Informational message that logs the number of supported APs is being determined.

**Recommended Action** No action is required.

**Error Message** %LWAPP-2-AP\_MODEL\_ERR: Could not determine the # of APs supported from the model string (%s)

**Explanation** The system is unable to find the number of APs supported from the machine model string. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-6-AP\_NOT\_CONTAINED: AP [chars] is not being contained on slot [dec]

**Explanation** The specified AP is not a rogue. Therefore, it is not being contained.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-AP\_POWER\_ERR: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is unable to verify sufficient in-line power, radio slot [dec] is disabled

**Explanation** The AP power is not within requirements, so the radio slot has been disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-6-AP\_POWER\_OK: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has verified sufficient in-line power, radio slot [dec] re-enabled

**Explanation** The AP power is within requirements, so the radio slot has been enabled.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-AP\_REG\_ERR: Could not register for AP state notification, maximum limit reached

**Explanation** An internal table that is used to pass state change notifications between processes is full. Configuration and state change information will not be handled properly and APs might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-AP\_TYPE\_ERR: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not a FlexConnect AP, could not process RADIUS configuration payload

**Explanation** The RADIUS configuration is permitted only for a FlexConnect AP.

**Recommended Action** Check whether the AP is a FlexConnect AP. If not, try to configure the AP in FlexConnect mode if possible to enable RADIUS configuration.

**Error Message** %LWAPP-3-ARP\_ERR: Could not resolve ARP of sniffer server IP address ([chars]), disabling sniffing on AP [chars], slot [dec]

**Explanation** The ARP resolution for the sniffer server has failed and has been disabled.

**Recommended Action** Check the network configuration and also the configuration of the server IP address on the controller. Ensure that the server is reachable.

**Error Message** %LWAPP-3-BAND\_ERR: Invalid band parameter for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The traffic stream metrics status could not be sent to the specified AP due to an internal error. Traffic stream metrics might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-1-BIG\_NAV: Big Nav attack detected on AP [chars], slot [dec], channel [dec], (errors [dec])

**Explanation** A NAV attack has been detected on the specified AP.

**Recommended Action** Check if a NAV has been attacked in the network.

**Error Message** %LWAPP-3-BUILD\_STR\_ERR: [chars]

**Explanation** Due to an internal error, the software version information of the controller could not be obtained. The AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-CCX\_LINKTEST\_ERR: Received unexpected CCX Linktest report message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is dropping the unexpected CCX Linktest report message from 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/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** %LWAPP-3-CCX\_RM\_ERR: Received an invalid CCX resource management subtype payload (radio management state %d, slot identifier %d)

**Explanation** The radio resource management message was not processed due to an invalid parameter. The CCX radio resource management might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-CERT\_ERR1: Error verifying AP certificate, [chars]

**Explanation** Due to an internal error while processing the AP certificate, a join request has been 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/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** %LWAPP-3-CERT\_ERR2: Unable to retrieve controller's certificate for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error occurred while obtaining the controller's certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-CERT\_ERR4: Unable to read the controller MAC address from the certificate

**Explanation** An internal error occurred while reading the MAC address of the controller from the certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-CFG\_ERR: Could not save LWAPP configuration in file [chars]

**Explanation** An error occurred when copying an LWAPP configuration file to persistent storage. Some of the LWAPP configuration might be lost and the system might not behave as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-CHKSUM\_ERR: Invalid checksum in data transfer payload from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (opcode %d)

**Explanation** Due to an error in the checksum, the message from the AP has been dropped. The requested information from the AP could not be obtained.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-6-CONSOLE\_LOGIN: Console login success on AP [chars]

**Explanation** A login attempt on the AP's console was successful.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-CONSOLE\_LOGIN\_ERR1: Console login failure on AP [chars]

**Explanation** An attempt was made to log on to the console of the AP, but authentication failed.

**Recommended Action** If this message is seen multiple times, check if there are attempts to forcibly log on to the console of the AP.

**Error Message** %LWAPP-3-CONSOLE\_LOGIN\_ERR2: Unknown AP console login alarm from the AP [chars]

**Explanation** The AP has sent a console login alarm that the controller could not understand.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-COUNT\_ERR1: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] marked as [chars] but internal counter is zero

**Explanation** Due to an error, information about the type of AP is corrupted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-COUNT\_ERR2: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] type count flag is not set

**Explanation** Due to an error, information about the type of AP has been corrupted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-COUNT\_ERR3: Mismatch in the internal count (used entries [dec], normal [dec], mesh [dec])

**Explanation** Due to an error, information about the type of the AP has been corrupted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-COUNT\_ERR4: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] marked as normal but internal counter does not reflect this

**Explanation** Due to an error, information about the type of AP has been corrupted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-CRYPTO\_ERR1: Unable to encrypt crypto payload with public key for message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error occurred while encrypting a message to the AP. If the AP is already connected to the controller, it might be disconnected. If not, it might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-CRYPTO\_ERR2: Unable to encrypt crypto payload with private key for message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error occurred while encrypting a message to the AP. If the AP is already connected to the controller, it might be disconnected. If not, it might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DECODE\_ERR: Error decoding [chars] from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The LWAPP message sent by the AP was not understood by the controller, so the message has been dropped. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DECRYPT\_ERR: Unable to decrypt [chars]; AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Decryption of the LWAPP message has failed. The message has been dropped and the AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DECRYPT\_ERR1: Invalid session identifier (%d) - unable to decrypt packet; AP:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, decryption of the LWAPP message on the controller has failed and the message has been dropped. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DECRYPT\_ERR2: Error decrypting public key in key update response from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Rekeying could fail because decrypting with a public key has failed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DECRYPT\_ERR3: Private key decryption failed in key update response from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Rekeying could fail because decrypting with a private key has failed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DECRYPT\_ERR5: Error decrypting packet (using old key) from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (session identifier [hex])

**Explanation** Due to an internal error, the LWAPP packet could not be decrypted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DECRYPT\_ERR8: Authentication of packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] failed, packet will be dropped

**Explanation** The LWAPP message from the AP has been dropped because of an authentication failure that led to an error in decryption. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DECRYPT\_ERR9: Unable to decrypt packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with the private key

**Explanation** Due to an internal error, decrypting the LWAPP message with a private key has failed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DISC\_AP\_MGR\_CAP: Ignoring discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - no AP manager found with spare capacity

**Explanation** No AP manager was found with the capacity to handle another AP, so the discovery request from an AP was not accepted. The AP will continue to search for an available controller.

**Recommended Action** Verify the AP manager interface configuration. If the configuration is correct, the maximum number of supported APs has probably been reached.

**Error Message** %LWAPP-3-DISC\_AP\_MGR\_ERR1: Unable to process primary discovery request from AP on interface [int], VLAN [int], could not get AP manager [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A discovery response could not be sent to an AP because the controller was not able to obtain the IP address of the AP manager interface.

**Recommended Action** Correct the AP manager interface configuration.

**Error Message** %LWAPP-3-DISC\_AP\_MGR\_ERR2: Unable to process primary discovery request from AP, AP manager IP address is invalid [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A discovery response could not be sent to an AP because the controller was not able to obtain the IP address of the AP manager interface.

**Recommended Action** Correct the AP manager interface configuration.

**Error Message** %LWAPP-3-DISC\_BCAST\_ERR: Ignoring a discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] via broadcast AP (IP = [dec].[dec].[dec].[dec]) is not in the same subnet as the controller

**Explanation** The controller ignored a broadcast discovery request from an AP because the AP is not on the same subnet as the controller.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-DISC\_INTF\_ERR1: Ignoring discovery request received on non-management interface ([int]) in L3 LWAPP mode

**Explanation** A discovery request from an AP was ignored because it was received on an invalid interface. The network configuration might be invalid.

**Recommended Action** Check the network configuration to ensure that packets from the AP are correctly routed.

**Error Message** %LWAPP-3-DISC\_INTF\_ERR2: Ignoring discovery request received on a wrong VLAN ([dec]) on interface ([int]) in L3 LWAPP mode

**Explanation** A discovery request from an AP was ignored because it was received on an invalid interface. The network configuration might be invalid.

**Recommended Action** Check the network configuration to ensure that packets from the AP are correctly routed.

**Error Message** %LWAPP-3-DISC\_INTF\_STATE\_ERR: Unable to get [chars] state of interface '[chars]' (port [int]), not returning interface in discovery response

**Explanation** An internal error has occurred when obtaining the administrative state of the interface, so this was not sent in the discovery response. The AP will not be able to send a join request to that 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** %LWAPP-0-DISC\_LEN\_ERR1: Invalid discovery request received from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - message length ([int]) is invalid

**Explanation** An incorrectly formatted discovery request was received from an AP and was ignored. The AP might not be able to join a controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-0-DISC\_LEN\_ERR2: Invalid primary discovery request received from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - message length ([int]) is invalid

**Explanation** An incorrectly formatted primary discovery request was received from an AP and was ignored. The AP might not be able to join a controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DISC\_MAX\_AP1: Dropping discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - limit for maximum APs supported [dec] reached

**Explanation** The limit on the number of supported APs in the system has been reached. Therefore, this AP will not be serviced.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-DISC\_MAX\_AP2: Dropping primary discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - maximum APs joined [dec]/[dec]

**Explanation** The limit on the number of supported APs in the system has been reached. Therefore, this AP will not be serviced.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-DISC\_MAX\_DOWNLOAD: Ignoring discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - maximum number of downloads ([int]) exceeded

**Explanation** A discovery request from an AP was rejected because the maximum number of concurrent downloads are already in progress. The AP might successfully join the controller on a later attempt.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-DISC\_MAX\_JOIN: Rejecting discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - maximum AP joins ([int]) exceeded

**Explanation** A discovery request from an AP was rejected because the maximum number of concurrent joins are already in progress. The AP might successfully join the controller on a later attempt.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-DISC\_OTAP\_ERR: Ignoring OTAP discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], OTAP is disabled

**Explanation** The controller has received a discovery request from an AP that has learned the controller's address over the air, but Over The Air Provisioning (OTAP) is disabled on the controller.

**Recommended Action** Enable OTAP on the controller if desired; otherwise, ignore this message.

**Error Message** %LWAPP-6-DISC\_RESPONSE\_SENT: Discovery Response sent successfully to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A discovery response has been sent successfully to the AP.

**Recommended Action** No action is required.

**Error Message** %LWAPP-4-DISC\_TIME\_ERR: Unable to retrieve time information while processing discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the time at which the AP discovery request was received was not recorded. The AP might join the controller and work normally, but monitoring the presence or absence of the AP might not work as expected.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-DISC\_TYPE\_ERR: Ignoring LWAPP packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - LWAPP packet is not a discovery or a join request (type = [dec]) and session ID is zero

**Explanation** An invalid LWAPP message was received from an AP and was ignored. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DISC\_VLAN\_ERR: Received a discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on an unsupported VLAN ([int]), dropping the request

**Explanation** A discovery request was received on a port on which no interface was created.

**Recommended Action** Check the network configuration to ensure that packets from the AP are correctly routed.

**Error Message** %LWAPP-3-DISK\_ERR: Not enough disk space to store crash file from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error has occurred while attempting to store crash information from the AP to persistent 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/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** %LWAPP-3-DSCP\_ERR: Could not get configured DSCP map for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error in obtaining DSCP information for the specified AP, enterprise to enterprise DSCP functionality might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-DUP\_AP\_IP: Duplicate IP address detected for AP [chars], IP address of AP [chars], this is a duplicate of IP on another machine (MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex])

**Explanation** A duplicate IP address has been detected for the specified AP.

**Recommended Action** Check the DHCP configuration and also change the IP address of the AP if it was configured statically.

**Error Message** %LWAPP-3-DUP\_ERR: Received a duplicate %s from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A duplicate request for a key update has been received from the AP. It is possible that the link between the AP and the controller is slow.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-DUP\_IP: Adding client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to exclusion list due to IP Address conflict with AP '%s'

**Explanation** The AP and the client have the same IP address. The client was blacklisted.

**Recommended Action** Check the DHCP configuration and also change the IP address of the AP if it was configured statically.

**Error Message** %LWAPP-3-ECHO\_ERR: Did not receive heartbeat reply; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The controller did not get a response for the AP heartbeat message. There might be connectivity issues between the AP and the controller.

**Recommended Action** Check if the AP has rebooted, if it has been removed from the network, or if there are connectivity issues between the AP and the controller.

**Error Message** %LWAPP-3-ENCRYPT\_ERR: Encryption of [chars] failed; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not transmit the LWAPP message so it could not be encrypted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-ENCRYPT\_ERR2: Unable to encrypt payload to AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] with public key

**Explanation** Due to an internal error, encryption of the crypto payload with the public key has failed. This problem could lead to failures in rekeying and sending the join response.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-ENCRYPT\_ERR3: Unable to encrypt payload to AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] with the private key

**Explanation** Due to an internal error, encryption of the crypto payload with the private key failed. This could lead to failures in rekeying and also sending the join response.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-FILE\_ERR: Unable to open %s file for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error has occurred while attempting to store crash information from the AP to persistent storage. The AP crash information might be lost.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-FILE\_ERR1: Unable to obtain LWAPP parameters, error opening file [chars]

**Explanation** An internal error occurred when retrieving LWAPP information from persistent storage. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-FILE\_ERR3: [chars] [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not send a message to the AP due to 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/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** %LWAPP-3-FILE\_ERR4: Internal file error while processing image data payload message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the image information of the AP could not be obtained. A firmware download to the AP might fail.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-FILE\_ERR5: File could not be opened to store [chars] information from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, data from the AP could not be stored in persistent memory. Some information related to the AP might be lost.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-FILE\_ERR6: Unable to write [chars] information from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] into local file

**Explanation** Due to an internal error, data from the AP could not be stored in persistent memory. Some information related to the AP might be lost.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-HDR\_ENCAP\_ERR: Unable to encapsulate LWAPP header for [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not send the LWAPP packet due to an internal error in encapsulating the packet. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-HDR\_ERR: Received LWAPP packet with unsupported bit field ([hex],[hex]) from [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

**Explanation** An invalid LWAPP packet has been received and the packet has been 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/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** %LWAPP-3-HDR\_ERR2: LWAPP header translation failed, dropping the packet

**Explanation** An internal error occurred when processing an LWAPP control packet. The LWAPP header was not understood and the packet has been 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/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** %LWAPP-3-HDR\_ERR3: Failed to parse LWAPP packet header

**Explanation** Due to an internal error, LWAPP header processing has failed. The packet has been 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/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** %LWAPP-3-HDR\_PARSE\_ERR: LWAPP header parsing failed, dropping the packet

**Explanation** Processing of an LWAPP control packet from the AP has failed because the LWAPP header was not understood. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-HREAP\_ERR: Received invalid flexconnect operation for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] while processing RADIUS configuration payload (flag [hex])

**Explanation** Due to an internal error, the RADIUS configuration could not be updated on the specified 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/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** %LWAPP-3-HREAP\_ERR2: Received invalid RADIUS port number (AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]) while processing RADIUS configuration payload

**Explanation** Due to an invalid port number, the RADIUS configuration could not be updated on the specified 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/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** %LWAPP-3-IMAGE\_DOWNLOAD\_ERR: Refusing [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - controller image upgrade is in process

**Explanation** The specified request from the AP is ignored because the controller's software is being upgraded. Future attempts from the AP might succeed.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-IMAGE\_DOWNLOAD\_ERR2: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - max downloads ([dec]) in progress

**Explanation** The system is ignoring the image download request from the AP because the maximum number of concurrent image download requests are in progress. This is a temporary condition; future attempts by the AP might succeed.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-IMAGE\_DOWNLOAD\_ERR3: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - unable to open image file [chars]

**Explanation** Due to an internal error, the image for the AP requesting the image download could not be obtained. The AP image download will fail.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-IMAGE\_DOWNLOAD\_ERR4: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - unable to open MD5 file [chars]

**Explanation** Due to an internal error, the image for the AP requesting the image download could not be obtained. The AP image download will fail.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INDEX\_ERR: Invalid index ([int]) while [chars] per port AP load information

**Explanation** An internal error occurred when processing the AP load information. Some AP management functions might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_AID: Received invalid association identifier [int] for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on a REAP AP

**Explanation** An internal error caused an invalid association ID to be received from an AP for the indicated client. The client might experience communication problems.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_AID2: Association identifier [int] for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is already in use by [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error caused an invalid association ID to be received from an AP for the indicated client. The client might experience communication problems.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_DELIM: Invalid delimiter (%d) in AP authorization list

**Explanation** Due to an invalid delimiter specified, the AP could not be authenticated, so a join response could not be sent.

**Recommended Action** Check the delimiter configured on the controller.

**Error Message** %LWAPP-3-INVALID\_IP: Invalid sniffer server IP address ([hex]), disabling sniffing on AP [chars], slot [dec]

**Explanation** Sniffing has been disabled because the IP address of the server was invalid.

**Recommended Action** Check the configuration of the sniffer server's IP address.

**Error Message** %LWAPP-3-INVALID\_PARAMETER: Invalid parameter: [chars] in LWAPP packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The specified parameter was not understood by the controller, so the message was not processed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_PARAMETER1: [chars] ([dec]); AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The value of the parameter specified was not understood by the controller, so the message was not processed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_PARAMETER2: [chars] ([dec]) - [chars]; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The value of the parameter specified was not understood by the controller, so the message was not processed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_PARAMETER3: [chars] ([dec])

**Explanation** The value of the parameter specified was not understood by the controller, so the message was not processed.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_PARAMETER4: [chars]

**Explanation** The value of the parameter specified was not understood by the controller, so the message was not processed.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_RADIO: Received an unsupported radio ([dec]), [chars]

**Explanation** Performing the specified operation on the radio for the AP has failed because the radio was not understood by the controller. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_RADIO2: Received invalid radio type (%d) for AP %s on slot %d , could not verify power level for the AP

**Explanation** Due to an internal error, an invalid radio type has been received. The specified operation could not be performed.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_SESSIONID: Received invalid session identifier in [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (expected [dec] and got [dec])

**Explanation** A mismatch has occurred on the session identifier in the message from the AP. The message has been 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/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** %LWAPP-3-INVALID\_SLOT: Invalid slot identifier (%d) - %s; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The slot identifier sent by the AP was not understood by the controller, so the specified message was not processed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_SLOT2: Invalid slot identifier ([dec]) - [chars] ([dec]): AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The slot identifier for the AP was not understood by the controller, so the specified message was not processed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-INVALID\_WLAN: Invalid WLAN identifier [int] obtained while building MFP config payload

**Explanation** An internal error occurred when attempting to retrieve the WLAN configuration. The MFP might not be operational or might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-IP\_ERR: Could not plumb AP's ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) IP address (%d.%d.%d.%d), next hop MAC ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) and VLAN (%d) to fast path

**Explanation** Due to an internal error, the IP address of the AP could not be configured in the network processor. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-IP\_PROT\_ERR: IP protocol ([dec]) in the received packet - from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not UDP, LWAPP packets are only UDP, dropping the packet

**Explanation** An invalid packet received from the AP has been 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/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** %LWAPP-3-JOIN\_AP\_MGR\_ERR1: Could not get IP address of AP manager interface, dropping join request from AP [hex]:[hex]:[hex]:[hex]:[hex][hex]

**Explanation** A join response could not be sent to an AP because the controller was not able to obtain the IP address of the AP manager 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** %LWAPP-3-JOIN\_AP\_MGR\_ERR2: Received a join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] for someone else ([dec].[dec].[dec].[dec]), dropping the packet

**Explanation** A join request with a destination IP address that does not match any IP address of the AP manager has been dropped.

**Recommended Action** Check the network configuration and also the configuration of the AP manager on the controller and ensure that the packets from the AP are routed correctly.

**Error Message** %LWAPP-3-JOIN\_DB\_ERR: Could not allocate an entry in the database for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - dropping the join request (# of APs joined = [dec])

**Explanation** An internal error has resulted in a failure while creating an entry for the AP in the database.

**Recommended Action** Check if the number of APs that are currently joined to this controller is also the maximum limit.

**Error Message** %LWAPP-3-JOIN\_HIGH\_PRIORITY\_AP\_ERR: Disconnecting AP [chars] since a higher priority AP with priority [dec] joined Max number of APs allowed [dec]

**Explanation** When an AP join priority is enabled and the controller has the maximum numbers of APs connected, a low priority AP is disconnected when a high priority AP joins.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-JOIN\_INTF\_ERR1: Received a join request on an invalid interface ([dec]) from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

**Explanation** The IP address of the interface on which the join request was received could not be obtained.

**Recommended Action** Check the interface configuration on the controller.

**Error Message** %LWAPP-3-JOIN\_INVALID\_ERR1: Invalid %s in LWAPP join request from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The AP sent a join request that was invalid because it lacked certain payloads. Such requests are dropped at the controller. The AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-JOIN\_INVALID\_ERR2: Invalid %s (%d) in join request from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The AP sent a join request that was invalid because lengths of certain payloads within the request were incorrect. Such requests are dropped at the controller. The AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-JOIN\_INVALID\_SLOT: Join request from AP  
([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) has invalid number of slots ([dec], instead of [dec]) , dropping the packet

**Explanation** The number of radios that the AP supports is invalid as per what is sent in the join request. The join request has been 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/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** %LWAPP-3-JOIN\_MAC\_ERR: Received a join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] destined for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on port [int]/VLAN [int] - invalid destination MAC address, dropping the packet

**Explanation** The MAC address in the join request was invalid, so this request has been dropped by the controller.

**Recommended Action** Check the network configuration and ensure that the packets from the AP are routed correctly.

**Error Message** %LWAPP-6-JOIN\_MASTER: Controller is also configured as the master, AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The controller is also configured as the master controller. Change the configuration of the controller so that it is not the master.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-JOIN\_MAX\_AP\_ERR: Received a join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - reached limit for maximum APs %d/%d, dropping the packet

**Explanation** Each controller has a limit on the number of APs that can be supported. This limit has been reached, so the AP was not serviced.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-JOIN\_MAX\_AP\_INTF\_ERR: Received a join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], reached limit for maximum number of APs (%d) on interface %d, dropping the packet

**Explanation** Each interface has a limit on the number of APs that can be supported. This limit has been reached for the interface. The join request has been dropped. If the AP sends join request to another interface, a join response might be sent.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-JOIN\_MAX\_DOWNLOAD\_ERR: Reached max limit ([dec]) on the number of APs that can download image, dropping join request

**Explanation** The controller could not respond to the join request from the AP because the current limit on the maximum number of concurrent image downloads possible has been reached. This problem might be a transient condition. If the AP continues to send join requests, a join response would be sent.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-JOIN\_MAX\_JOIN\_ERR: Reached max limit ([dec]) on the number of APs that can join the controller, dropping join request

**Explanation** The controller could not respond to the join request from the AP because the current limit on the maximum number of concurrent join requests that can be processed has been reached. This problem might be a transient condition. If the AP continues to send join requests, a join response would be sent.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-JOIN\_UNSUPP\_AP: Received a join request from an unsupported AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] %s (model %s), dropping the packet

**Explanation** This version of the controller software does not support the AP model.

**Recommended Action** Check the documentation regarding the software version on supported AP models. Remove this AP from the network or move to a version of software that supports the AP.

**Error Message** %LWAPP-3-KEY\_ERR1: Unable to obtain public key from the certificate of AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex], [chars]

**Explanation** Due to an internal error, a public key for the AP could not be obtained, and a join response could not be sent 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/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** %LWAPP-3-KEY\_ERR2: Invalid public key type in certificate for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an invalid public key type for the AP, a join response could not be sent 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/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** %LWAPP-3-KEY\_ERR3: Unable to free public key for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, public key information for this AP was not removed from the database while deleting the AP. There might be issues if this AP attempts to join the controller again.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-4-L3\_PACK\_ERR: Received an L3 LWAPP packet in L2 LWAPP mode,  
dropping the packet

**Explanation** The controller is configured in L3 LWAPP mode so packets received for the L2 LWAPP mode are being dropped.

**Recommended Action** No action is required.

**Error Message** %LWAPP-6-LAG\_TRAN: Link aggregation configuration is in transition

**Explanation** The controller's link aggregation configuration has been changed but the changes do not take effect until the next system reboot.

**Recommended Action** No action is required.

**Error Message** %LWAPP-2-LIST\_ERR1: List is corrupted - (head [address], tail  
[address], count [int])

**Explanation** An internal error caused the list of APs maintained by the controller to become corrupted. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-2-LIST\_ERR2: List is corrupted - (head [address], tail [address], count [int], p [address], p->next[address], p->prev [address])

**Explanation** An internal error caused the list of APs maintained by the controller to become corrupted. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-2-LIST\_ERR3: List is corrupted - (head [address], tail [address], count [int], actual [int])

**Explanation** An internal error caused the list of APs maintained by the controller to become corrupted. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-2-LIST\_ERR4: List is corrupted - (head [address], tail [address], p [address], p->next [address], p->tail[address])

**Explanation** An internal error caused the list of APs maintained by the controller to become corrupted. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-2-LIST\_ERR5: Skipping duplicate insertion - ( head [address], tail [address], count [int],entry [address])

**Explanation** An internal error occurred when attempting to add an entry to the AP database. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-2-LIST\_ERR6: Entry [address] not in the list - ([address], head [address], tail [address])

**Explanation** An internal error occurred when attempting to remove an entry from the AP database. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-LIST\_ERR7: Unable to delete AP entry, index ([dec]) is greater than maximum allowed

**Explanation** The system is unable to delete an entry in the AP table due to 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/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** %LWAPP-3-LIST\_ERR8: Unable to delete AP entry, entry not allocated

**Explanation** The system is unable to delete an entry in the AP table; the entry has not been allocated.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MAX\_AID: Reached max limit ([dec]) on the association ID for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A maximum number of clients that can be supported on the AP has been reached, and association identifiers have been exhausted. A new client cannot be supported on the AP.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-MAX\_AID2: Reached max limit on the association ID for AP (max association ID [dec])

**Explanation** A maximum number of clients that can be supported on the AP has been reached, and association identifiers have been exhausted. A new client cannot be supported on the AP.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-MBUF\_ERR: No more system buffers, could not receive LWAPP packet

**Explanation** The system is 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/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** %LWAPP-3-MCAST\_APP\_ERR: Failed to obtain multicast appliance configuration for interface %u, using default index [int]

**Explanation** Due to an internal error, the multicast appliance configuration could not be obtained. Multicast might not operate as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MEM\_ERR: Unable to allocate memory %s; AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is running low on 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/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** %LWAPP-3-MEM\_ERR2: Unable to allocate memory for LWAPP message

**Explanation** The system is running low on 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/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** %LWAPP-3-MEM\_ERR3: Unable to allocate memory %s

**Explanation** The system is running low on 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/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** %LWAPP-3-MEM\_ERR4: Unable to allocate memory [chars] (AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex])

**Explanation** The system is running low on 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/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** %LWAPP-3-MFP\_ERR: MFP report count ([int]) is too big in message; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not process an MFP report because the message is too large. The MFP might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MFP\_ERR1: Ignoring MFP message [chars] with invalid slot ([int]) in message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The MFP message from the AP had an invalid slot; the MFP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MIC\_COUNTER: Received MIC countermeasure, WLAN [dec], slot [dec] AP [chars] client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** MIC errors have occurred on the specified AP. Clients might not be able to connect on the specified WLAN.

**Recommended Action** Check for attacks in the network.

**Error Message** %LWAPP-3-MIGRATE\_ERR: Failed to migrate to regulatory domain requested for AP (name %19s, model %20s, MAC [hex]:[hex]:[hex]:[hex]:[hex]:[hex] ,serial number %11s)

**Explanation** An attempt to migrate to a new regulatory domain has failed on 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/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** %LWAPP-3-MIRROR\_ERR: Setting mirroring mode failed

**Explanation** Due to an internal error, the configuration of the mirroring mode 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** %LWAPP-0-MSG\_QUEUE\_ERR: LWAPP message queue has not been created

**Explanation** The LWAPP subsystem has not been initialized. APs might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSG\_RCV: Could not receive message from LWAPP queue

**Explanation** An internal error has occurred while reading an LWAPP message. The system will attempt to process other LWAPP messages.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSG\_SEND\_ERR: Unable to send %s message to LWAPP; AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The LWAPP process might be busy. If this condition persists, it could lead to a loss of LWAPP packets, dropping of AP connections, and the AP not getting configuration changes from the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSG\_SEND\_ERR2: Unable to send %s message to LWAPP

**Explanation** The LWAPP process might be busy. If this condition persists, it could lead to loss of LWAPP packets, dropping of AP connections, and the AP not getting configuration changes from the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-0-MSGTAG071: MESH Child [hex]:[hex]:[hex]:[hex]:[hex]:[hex]  
has changed route or disconnected from Parent ([chars])  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The mesh child has changed a route or disconnected from the parent.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-0-MSGTAG072: Parent changed excessively. AP [chars] changed parent macAddr =[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** A parent changed a route excessively. The AP has changed the parent MAC 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/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** %LWAPP-3-MSGTAG073: Unknown Mesh Neighbor Event from the AP [chars].

**Explanation** An unknown mesh neighbor event has occurred from 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/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** %LWAPP-3-MSGTAG162: Did not specify the MAC address for Mesh Neighbor Request [dec]config

**Explanation** The system did not specify the MAC address for the mesh neighbor request 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/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** %LWAPP-3-MSGTAG221: [chars]() : Could not generate nonce

**Explanation** The system could not generate a nonce.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG267: Unable to parse LWAPP headers from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG277: spamSendLinktestRequest: refusing to send request when previous request is pending ltid [dec]

**Explanation** The system rejects a request to send when a previous request is pending.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG281: Out of range linktest ID ([dec]) specified

**Explanation** The system has detected that an out of range linktest ID was specified.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG282: Attempt to obtain results from free linktest ID ([dec])

**Explanation** An attempt has been made to obtain results from the free linktest 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/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** %LWAPP-3-MSGTAG283: invalid linktestId [dec]

**Explanation** The system has detected an invalid linktest 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/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** %LWAPP-3-MSGTAG284: invalid linktestId [dec]

**Explanation** The system has detected an invalid linktest 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/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** %LWAPP-3-MSGTAG285: invalid linktestId [dec]

**Explanation** The system has detected an invalid linktest 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/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** %LWAPP-3-MSGTAG286: apfApLinktestFree: attempt to free linktestId=[dec] which is already free

**Explanation** An attempt has been made to free a linktest ID, which is already free.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG287: FREEING LinkTest [dec]: (status [dec]) [hex]:[hex]:[hex]:[hex]:[hex]:[hex] -> [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The linktest is being freed.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG288: apLinktest\_test: apfApLinktest returned failure

**Explanation** The linktest 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** %LWAPP-3-MSGTAG289: aplinktest\_test: apfApLinktest returned success, ltid [dec]

**Explanation** The linktest is successful.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG290: aplinktest\_test: apfApLinktest returned failure

**Explanation** The linktest 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** %LWAPP-3-MSGTAG291: aplinktest\_test: apfApLinktest returned success, ltid [dec]

**Explanation** The linktest is successful.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG535: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] associated. Last AP rebooting was because RAP was using radio backhaul as uplink for 15 minutes.

**Explanation** The AP has associated. The last AP reboot was because the RAP was using a radio backhaul as an uplink for 15 minutes.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG650: LWAPP Join Request Country Code invalid for Bridge AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An LWAPP join request country code is invalid for the bridge 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/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** %LWAPP-3-MSGTAG651: LWAPP Join Request Bridge Authentication failed for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An LWAPP join request bridge authentication has failed for 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/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** %LWAPP-3-MSGTAG675: Mesh APs not supported in multi-country mode. Rejected AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Mesh APs are not supported in multicountry mode. The system has rejected 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/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** %LWAPP-3-MSGTAG702: Not creating SSID [chars] on Bridge AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because wlan0 is not supported

**Explanation** This system is not creating an SSID on the bridge AP because WLAN0 is not supported.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG829: Unable to allocate buffer for mesh link para message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for mesh link para 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/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** %LWAPP-3-MSGTAG830: Unable to allocate buffer for AP BH rate message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for the AP BH rate 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/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** %LWAPP-3-MSGTAG831: Unable to allocate buffer for AP BH dev message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for the AP BH dev 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/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** %LWAPP-3-MSGTAG832: Unable to allocate buffer for AP Bridge State message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for the AP bridge state 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/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** %LWAPP-3-MSGTAG833: Unable to allocate buffer for AP Bridge Groupname message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for the AP bridge group name 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/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** %LWAPP-3-MSGTAG834: Unable to allocate buffer for AP Public Safety message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for the AP public safety 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/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** %LWAPP-3-MSGTAG881: Unable to allocate buffer for Mesh Neigh Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for the mesh neighbor request 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/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** %LWAPP-3-MSGTAG882: Unable to allocate buffer for Mesh Linktest Data Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for the mesh link test data request 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/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** %LWAPP-3-MSGTAG883: Unable to allocate buffer for Mesh Path Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for the mesh path request 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/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** %LWAPP-3-MSGTAG884: Unable to allocate buffer for Mesh Stats Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for the mesh stats request 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/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** %LWAPP-3-MSGTAG885: Unable to parse LWAPP headers from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG886: Received Mesh stats response from unknown AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a mesh stats response from an unknown 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/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** %LWAPP-3-MSGTAG887: Security processing of Mesh Stats Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Security processing of a mesh stats response failed from 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/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** %LWAPP-3-MSGTAG888: Processing of Mesh Stats Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing of a mesh stats response failed from 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/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** %LWAPP-3-MSGTAG889: Unable to allocate buffer for Mesh Security Stats Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for a mesh security stats request 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/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** %LWAPP-3-MSGTAG890: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG891: Received Mesh Security Stats response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received mesh security stats response from an unknown 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/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** %LWAPP-3-MSGTAG892: Processing of Mesh Security Stats Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing of mesh security stats response failed from 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/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** %LWAPP-3-MSGTAG893: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG894: Received Mesh Adj response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a mesh adjacency response from an unknown 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/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** %LWAPP-3-MSGTAG895: Security processing of Mesh Adj Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Security processing of a mesh adjacency response has failed from 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/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** %LWAPP-3-MSGTAG896: Processing of Mesh Adj Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing of a mesh adj response has failed from 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/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** %LWAPP-3-MSGTAG897: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG898: Received Mesh Neigh response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a mesh neighbor response from an unknown 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/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** %LWAPP-3-MSGTAG899: Security processing of Mesh Neigh Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Security processing of a mesh neighbor response has failed from 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/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** %LWAPP-3-MSGTAG900: Processing of Mesh Neigh Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing of a mesh neigh response failed from 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/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** %LWAPP-3-MSGTAG901: Unable to allocate buffer for Mesh Linkrate Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for a mesh link rate request 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/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** %LWAPP-3-MSGTAG902: Unable to parse LWAPP headers from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG903: Received Mesh Linkrate response from unknown AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a mesh link rate response from an unknown 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/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** %LWAPP-3-MSGTAG904: Security processing of Mesh Linkrate Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Security processing of a mesh link rate response has failed from 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/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** %LWAPP-3-MSGTAG905: Processing of Mesh Linkrate Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing of a mesh link rate response has failed from 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/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** %LWAPP-3-MSGTAG906: Unable to parse LWAPP headers from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG907: Received station stats update from unknown AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a station stats update from an unknown 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/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** %LWAPP-3-MSGTAG908: Unable to parse LWAPP headers from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG909: Unable to parse LWAPP headers from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG910: Received mesh node update from unknown AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a mesh node update from an unknown 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/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** %LWAPP-3-MSGTAG911: Processing of mesh node update failed from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system failed to process a mesh node update from 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/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** %LWAPP-3-MSGTAG912: Unable to parse LWAPP headers from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG913: Unable to parse LWAPP headers from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG914: Received mesh env. update from unknown AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a mesh environment update from an unknown 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/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** %LWAPP-3-MSGTAG915: Processing of mesh env. update failed from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has failed to process a mesh environment update from 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/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** %LWAPP-3-MSGTAG916: Unable to parse LWAPP headers from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG917: Failed to update CAC module with parent address:  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has failed to update the CAC module with the parent address:  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG918: Unable to parse LWAPP headers from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG919: Received mesh neighs update from unknown AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a mesh neighbor update from an unknown 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/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** %LWAPP-3-MSGTAG920: Processing of mesh neighs update failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing of a mesh neighbor update has failed from 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/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** %LWAPP-3-MSGTAG921: Unable to allocate buffer for Linktest Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for a link test request 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/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** %LWAPP-3-MSGTAG922: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG924: spamDecodeLinktestResponse (ltid:[dec]) unexpected LINKTEST\_CFG\_PAYLOAD from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unexpected linktest payload from 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/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** %LWAPP-3-MSGTAG925: spamDecodeLinktestResponse LINKTEST\_RESULTS\_PAYLOAD([dec]): invalid linktest ID([dec]) from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Invalid linktest ID from 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/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** %LWAPP-3-MSGTAG926: spamDecodeLinktestResponse (ltid:[dec]) unexpected LINKTEST\_RESULTS\_PAYLOAD from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unexpected linktest results payload from 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/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** %LWAPP-3-MSGTAG927: spamDecodeLinktestResponse unrecognized payload [dec] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unrecognized payload from 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/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** %LWAPP-3-MSGTAG928: Linktest requested for unknown AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Link test requested for an unknown 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/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** %LWAPP-3-MSGTAG929: Linktest already running on AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Link test already running on 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/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** %LWAPP-3-MSGTAG930: Linktest already running on AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Link test is currently running on 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/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** %LWAPP-3-MSGTAG931: link test id is already in use: [dec]

**Explanation** Link test ID is currently in use: [dec].

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-MSGTAG932: Too many linktests running, cannot manage AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has detected that there are too many link tests running and therefore the system cannot manage the APs in the range shown in the 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/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** %LWAPP-3-MSGTAG933: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from 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/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** %LWAPP-3-MSGTAG934: Received linktest response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a link test response from an unknown 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/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** %LWAPP-3-MSGTAG935: Processing of linktest response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing of a link test response has failed from 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/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** %LWAPP-3-NPU\_ERR: Invalid NPU index [int]

**Explanation** The system is indexing into the network processor's internal table with an invalid index.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-NPU\_ERR2: All NPU indices have been used (max [dec])

**Explanation** The system could not create an entry for the AP in fast path because the internal database is full. The AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-NPU\_ERR3: Could not allocate NPU index for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the AP entry in the fast path could not be configured successfully. The AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-NPU\_ERR4: Failed to add NPU entry for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex], index: [int], switch IP:  
[int].[int].[int].[int], switch port: [int], interface num: [int], VLAN: [int] AP  
IP: [int].[int].[int].[int], AP Port: [int], next hop MAC:  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the AP entry could not be added to the network processor. The AP might not behave as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-OFDM\_ERR: Received invalid OFDM channel ([int]), unable to set the channel

**Explanation** An internal error occurred when attempting to configure a channel.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-OSSID\_ERR: Override SSID [chars] does not exist on the controller

**Explanation** The system could not delete the specific override SSID from the controller's database. The override SSID functionality might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-PARSE\_ERR: LWAPP header parsing failed for packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

**Explanation** An internal error has occurred when an LWAPP control packet was being processed. The LWAPP header was not understood, so the packet was dropped. The AP might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-PARSE\_ERR2: LWAPP header parsing failed, dropping the packet

**Explanation** An internal error has occurred when an LWAPP control packet was being processed. The LWAPP header was not understood, so the packet was dropped. The AP might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-PARSE\_ERR3: Unable to parse LWAPP headers for %s; AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error has occurred when an LWAPP control packet was being processed. The LWAPP header was not understood, so the packet was dropped. The AP might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-PAYLOAD\_ERR: [chars] - AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Not all payloads expected in the LWAPP message are present. The controller is dropping LWAPP messages from the AP. The AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-PAYLOAD\_MISSING: [chars] -

**Explanation** Not all payloads expected in the LWAPP message are present.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-0-PDISC\_LEN\_ERR: Invalid primary discovery request received from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - message length ([int]) is invalid

**Explanation** An incorrectly formatted primary discovery request was received from an access point and was ignored.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-PROFILE\_NAME\_ERR: Could not find profile name for WLAN %d with SSID %.\*s; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The profile name for the WLAN could not be found in 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/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** %LWAPP-3-PROFILE\_NAME\_ERR2: Could not find profile name for WLAN with SSID [chars]

**Explanation** The profile name for the WLAN could not be found in 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/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** %LWAPP-3-RADIO\_CRASH: Radio ([dec]) crashed and generated a core dump on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An error has occurred on the radio for the specified AP. The AP might not function as expected.

**Recommended Action** Collect the radio crash information for the AP and contact technical assistance.

**Error Message** %LWAPP-2-RADIO\_ERR: [chars] failure on radio slot [dec] on AP [chars]

**Explanation** The radio slot on the specified AP has failed. It will impact clients that are connected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-RADIO\_ERR2: Unknown AP radio failed alarm ([dec]) from the AP [chars]

**Explanation** The AP has sent a radio failed alarm that the controller could not understand.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-2-RADIO\_NOERR: AP [chars] recovered from [chars] failure on radio slot [dec]

**Explanation** The radio slot on the specified AP is not experiencing failures at this time.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-RADIUS\_ERR: Could not send join reply, AP authorization failed; AP:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The join reply has not been sent to the AP because AP authentication failed.

**Recommended Action** Check the AP credentials on the RADIUS server or the local MAC filtering table, if it was configured. Also check if RADIUS servers are configured and are reachable.

**Error Message** %LWAPP-3-RADIUS\_PORT\_ERR: Received invalid RADIUS port number for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The port number for RADIUS is incorrect. RADIUS configuration could not be configured on the AP.

**Recommended Action** Check the RADIUS configuration for the FlexConnect APs configured on the controller.

**Error Message** %LWAPP-3-RADIUS\_SECRET\_ERR1: MAC filtering request dropped as shared secret for RADIUS was not found

**Explanation** The system is unable to find a RADIUS password, so the MAC filter authenticate request has been aborted. The AP might not be able to join the controller.

**Recommended Action** Check the RADIUS shared secret configured on the controller and the RADIUS server.

**Error Message** %LWAPP-3-RADIUS\_SECRET\_ERR2: Received invalid RADIUS shared secret; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The length of the shared secret is incorrect, so the RADIUS configuration could not be configured on the AP.

**Recommended Action** Check the RADIUS configuration for the FlexConnect APs configured on the controller.

**Error Message** %LWAPP-3-RD\_ERR: Regulatory domain of the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not match the country code ([chars])

**Explanation** A mismatch has occurred in the country code and regulatory domain configured on the AP and controller. The AP might not be able to join the controller.

**Recommended Action** Check if the correct (that intended to work with the AP) country code is configured on the controller

**Error Message** %LWAPP-3-RD\_ERR10: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is disabled - default country code is [chars]

**Explanation** Due to an error in the regulatory domain configured on the AP and the inability to associate a correct country code, the AP has been disabled. The AP will not be able to function as expected.

**Recommended Action** Check if the correct country code is configured on the controller.

**Error Message** %LWAPP-3-RD\_ERR2: Regulatory domain for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not updated for all slots. (Updated [dec] out of [dec] filled slots)

**Explanation** An error has occurred in the regulatory domain information for the slots on the AP. All of them do not have it configured. The AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-RD\_ERR3: Invalid regulatory domain ([hex]) sent by AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (slot: [dec] [chars])

**Explanation** The regulatory domain configured on the AP slot was not understood. The AP might not be able to join the controller.

**Recommended Action** Check if the correct country code is configured on the controller.

**Error Message** %LWAPP-3-RD\_ERR4: Invalid regulatory domain %s for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The regulatory domain configured on the AP was not understood. The AP might not be able to join the controller.

**Recommended Action** Check if the correct country code is configured on the controller

**Error Message** %LWAPP-3-RD\_ERR5: APs ([hex]:[hex]:[hex]:[hex]:[hex]:[hex] - slot  
[dec] [chars]) regulatory domain is not set, this is not allowed in country [chars]

**Explanation** Due to an error in the regulatory domain configured on the AP, the AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-RD\_ERR6: APs ([hex]:[hex]:[hex]:[hex]:[hex]:[hex])  
regulatory domain ([chars]) is not supported in country ([chars]), slot [chars]  
([dec]) supports [chars]

**Explanation** Due to an error in the regulatory domain configured on the AP, the AP might not be able to join the controller.

**Recommended Action** Check if the correct country code is configured on the controller

**Error Message** %LWAPP-3-RD\_ERR7: Invalid country code ([chars]) for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an error in the regulatory domain configured on the AP, the AP might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-RD\_ERR8: Country code ([chars]) not configured for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an error in the regulatory domain configured on the AP, the AP might not be able to join the controller.

**Recommended Action** Check if the correct country code is configured on the controller.

**Error Message** %LWAPP-3-RD\_ERR9: APs [hex]:[hex]:[hex]:[hex]:[hex]:[hex] country code changed from ([chars]) to ([chars])

**Explanation** The country code associated with the regulatory domain configured on the AP was incorrect, so the country code has been changed. The AP might not function correctly in the region it is deployed.

**Recommended Action** If the AP is working correctly with the changed country code, ignore this message. If the AP is not working correctly, contact technical assistance.

**Error Message** %LWAPP-3-REBOOT\_ERR2: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] joined to the controller currently experienced a reboot earlier - ([chars] [chars] [chars])

**Explanation** The AP was unable to service clients because as it experienced a reboot due to the reason specified in the message.

**Recommended Action** Obtain the AP crash files from the controller, and collect all the message logs. Also, if the AP experienced a reboot as a result of missing a heartbeat from the controller, check the network for connectivity issues. If the AP experienced a reboot because a join response was not obtained, check connectivity issues to the AP manager interface if the controller is in L3 mode, and ensure that it is reachable. After collecting the above data, contact technical assistance if necessary.

**Error Message** %LWAPP-6-REBOOT\_INFO1: Controller initiated reboot of AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] that has currently joined the controller - ([chars] [chars])

**Explanation** The last reboot for the specified AP was triggered by the controller due to configuration changes on the AP that required a reboot.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-RCV\_FAIL: Could not process LWAPP packet

**Explanation** An internal error has occurred while processing the LWAPP packet. The packet was 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/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** %LWAPP-3-REKEY\_ERR: Did not receive an expected rekey message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The AP might be disconnected because the rekeying message expected from the AP was not received.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-REPLAY\_ERR: Received replay error on slot [dec], WLAN ID [dec], count [dec] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The controller has received a replay error on the specified AP and WLAN.

**Recommended Action** Check if there is a replay attack in the network.

**Error Message** %LWAPP-3-ROGUE\_ERR: Could not send rogue report for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, rogue information could not be sent.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-RX\_ERR: Received an unexpected LWAPP packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The controller had no pending messages for this AP, so the unexpected response received was dropped. It is possible that this message arrived late at the controller.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-RX\_ERR3: Received LWAPP packet with invalid sequence number (got [dec]expected [dec]) - from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An LWAPP packet sequence mismatch has occurred, and the LWAPP packet was dropped. The AP might not function as expected.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-RX\_ERR4: Received invalid add mobile action [int] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (read index = %u)

**Explanation** The system has added a client to the AP that has failed. The client might not be serviced as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-RX\_ERR7: Received an invalid sequence number, %s ; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The LWAPP sequencing has failed for this LWAPP message, and the message was dropped. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-RX\_ERR8: Unable to receive [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the LWAPP message could not be processed by the controller. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-RX\_ERR9: Received a bad sequenced %s message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An LWAPP packet sequence mismatch has occurred, and a LWAPP packet was dropped. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-1-SECURITY\_ERR: Not advertising SSID [chars] on FlexConnect AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because L3 security is enabled

**Explanation** Only FlexConnect APs can advertise the specified SSID due to security issues. The system is not advertising this SSID on the AP because it is not a FlexConnect AP.

**Recommended Action** No action is required.

**Error Message** %LWAPP-2-SEM\_CREATE\_ERR: Could not create semaphore %s

**Explanation** The system is unable to allocate a lock for handling operations on the internal database. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SIG\_ERR: No pattern in signature with id [dec], (list id = [dec]), could not encode signature

**Explanation** Due to an internal error, the LWAPP message between the controller and AP was not delivered. The system might not behave as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SIG\_ERR1: Unable to find name for signature [dec] in list [dec] for report from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The controller could not process the signature report sent by the AP. Some attacks might not be detected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SIG\_ERR10: Unable to re-enable signature processing on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The controller could not notify the AP about the new signature. The signature processing on the AP might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SIG\_ERR2: Unable to find description for signature %d in list %d for report from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The controller could not process the signature report sent by the AP. Some attacks might not be detected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SIG\_ERR3: Unknown signature track information ([dec])

**Explanation** The controller could not process the signature report sent by the AP. Some attacks might not be detected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SIG\_ERR4: Unknown signature report type ([dec])

**Explanation** The controller could not process the signature report sent by the AP. Some attacks might not be detected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SIG\_ERR5: Could not gain exclusive access to the signature database

**Explanation** The controller could not send a signature list to the AP due to 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/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** %LWAPP-3-SIG\_ERR6: All signatures are disabled in the [chars] signature file.

**Explanation** The controller could not send signature information to the AP because all signatures are disabled.

**Recommended Action** Check if all signatures are disabled, and enable them if desired.

**Error Message** %LWAPP-3-SIG\_ERR7: Unable to send toggle signature request to AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The controller has failed to change the state of the signature processing on the specified AP. The signature processing on the AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SIG\_ERR8: Unable to disable signature processing on AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the signature processing on the specified AP could not be disabled. As a result, the new signature information could not be sent 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/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** %LWAPP-3-SIG\_ERR9: Error sending new signatures to AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** New signature information could not be sent to the AP. The signature processing on the AP might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-4-SIG\_INFO1: Signature information; AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex], alarm ON, [chars] sig [chars], track  
[chars]precedence [dec], hits [dec], slot [dec], channel [dec], most offending MAC  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has detected a bad signature information on the specified AP.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-SLOT\_ERR: AP ([chars]) has no radio cards

**Explanation** No radio cards were detected on the AP. The AP might not be able to service clients.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-2-SOCK\_ERR: Error [chars] LWAPP socket

**Explanation** An internal error has occurred. The LWAPP subsystem could not be 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** %LWAPP-3-SOCK\_ERR2: Socket select error ([dec])

**Explanation** An internal error caused a temporary failure in a message handling process. The system is attempting to recover from this situation.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SOCK\_ERR3: Could not read from the LWAPP socket

**Explanation** A failure has occurred when processing an internal LWAPP message. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SOCK\_ERR4: Could not read from LWAPP socket, frame length out of bounds (%d)

**Explanation** A failure has occurred when processing an internal LWAPP message. The system might become unstable.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-SSID\_ERR1: Not creating SSID [chars] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because WEP 128 bit encryption is not supported on the AP

**Explanation** The specified WLAN was not added on the AP because 128 bit encryption is not supported on the AP.

**Recommended Action** Change the number of bits in the encryption, or ignore this message if the AP does not need to advertise the SSID.

**Error Message** %LWAPP-3-SSID\_ERR2: Not creating SSID [chars] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because diagnostics channel is enabled

**Explanation** The specified WLAN was not added to the AP because diagnostics is enabled on the WLAN.

**Recommended Action** If the WLAN needs to be enabled, disable the diagnostics channel on the WLAN.

**Error Message** %LWAPP-3-STATIC\_IP\_ERR: Configured static IP Address is not valid for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The IP address information sent by the AP is incorrect.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-2-TASK\_CREATE\_ERR: Failed to create LWAPP %s task

**Explanation** An internal error has occurred and the LWAPP subsystem could not be initialized. The APs might not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-TIME\_ERR1: Unable to retrieve current time when processing %s from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, information about the current time on the controller could not be obtained. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-TIME\_ERR2: Keeping connection from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in overload condition (max allowed APs [dec], current load [dec])

**Explanation** The controller is overloaded, but this echo request is being processed.

**Recommended Action** Check if another controller needs to be added to support the number of APs that are deployed.

**Error Message** %LWAPP-3-TIME\_ERR3: Unable to retrieve time information to send AP timesync config packet

**Explanation** Due to an internal error, information about the controller's time could not be sent to the AP. The AP and controller time might not be synchronized and the AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-TMR\_ERR: [chars] timer count ([dec]) does not match that in the AP ([dec]) AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, this timer event was not processed. The AP might not operate as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-TMR\_FREE\_ERR: Failed to free [chars] timer; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error occurred while processing a timer. The AP might not operate as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-TMR\_START\_ERR: Failed to start %s timer; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the timer could not be triggered. The AP might not operate as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-TX\_ERR: Could not transmit LWAPP packet, transmission queue is full for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An LWAPP packet transmission has failed because the transmit queue has reached a maximum limit. It is possible that the response packets from the AP are not reaching the controller.

**Recommended Action** Check if the AP has rebooted or if it has been removed from the network. Also, check if there are connectivity issues between the AP and the controller.

**Error Message** %LWAPP-3-TX\_ERR2: Transmission of LWAPP message failed for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the LWAPP message could not be transmitted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-TX\_ERR3: Max retransmissions for LWAPP control message reached on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] for [chars] (number of pending messages is [dec])

**Explanation** The maximum number of times that an LWAPP control packet is transmitted before declaring the AP is dead has been reached for this AP. The AP might not be on the network or might have rebooted.

**Recommended Action** Check if the AP has rebooted or if it has been removed from the network. Also check if there are connectivity issues between the AP and the controller.

**Error Message** %LWAPP-3-TX\_ERR4: Unable to retrieve AP's ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) reachability information (VLAN identifier, port number, etc) to %s

**Explanation** An LWAPP message has been dropped because the information to send the message was not available.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-TX\_ERR5: Failed to transmit [chars] to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, an LWAPP message could not be transmitted.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-TX\_ERR6: Could not send LWAPP control packet, data length ([int]) exceeds MTU ([int]) on interface [int]

**Explanation** Due to an incorrect length of the LWAPP message, it has been 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/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** %LWAPP-3-TX\_ERR7: Could not transmit LWAPP control packet (error = [int])

**Explanation** Due to an internal error, an LWAPP message could not be transmitted.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-TX\_ERR8: Unable to determine MTU for interface %u

**Explanation** An error has occurred while obtaining the MTU for the interface. The LWAPP message has been 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/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** %LWAPP-3-UDP\_PORT\_ERR: Received invalid UDP port ([dec]) in the packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

**Explanation** An invalid packet received from the AP has been 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/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** %LWAPP-3-UNSUPP\_AP: Refusing image download request from unsupported AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The AP is not supported in the current version of the controller software. Therefore, the request to download the image has been ignored.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-UNSUPPORTED\_TYPE: Received an invalid [chars] ([dec]): AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The information received on the controller was not understood, so the message has been 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/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** %LWAPP-3-UNSUPPORTED\_TYPE2: Received an invalid %s (%d)

**Explanation** The information received on the controller was not understood; the message has been 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/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** %LWAPP-3-UNSUPPORTED\_TYPE3: Received an invalid %s (%d) or %s (%d); AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The information received on the controller was not understood, so the message has been 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/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** %LWAPP-3-VALIDATE\_ERR: Validation of [chars] failed - AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to invalid parameters sent, the validation of the LWAPP message has failed and the message has been 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/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** %LWAPP-3-VENDOR\_ID\_ERR: Invalid vendor identifier in vendor specific payload from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to invalid vendor information, the message from the AP was 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** %LWAPP-3-VENDOR\_SPEC\_ERR: Failed decoding vendor specific payload

**Explanation** The message from the AP could not be processed due an error in the vendor-specific 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** %LWAPP-3-WLAN\_ERR: Unable to find WLAN [dec] - [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error has occurred because the WLAN information could not be found. The specified operation could not be performed.

**Recommended Action** Copy the message exactly as it appears on the 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** %LWAPP-3-WLAN\_ERR2: Unable to find WLAN [dec] to be deleted; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The requested WLAN does not exist in the database, so the request to delete has been 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/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** %LWAPP-3-WLAN\_ERR4: Unable to add WLAN on AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] - max limit reached

**Explanation** An invalid WLAN ID has been received because the controller could not configure the WLAN on 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/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** %LWAPP-3-WLAN\_ERR5: Unable to find WLAN %d to be updated on AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The requested WLAN does not exist in the database, so the request to update the information on the AP has been 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/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** %LWAPP-6-WLAN\_STATUS\_ERR: [chars] [dec] [chars] [dec] [chars]; AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The operation attempted on the slot for the WLAN was not necessary, because the AP was already in that state, so this message has been ignored.

**Recommended Action** No action is required.

**Error Message** %LWAPP-6-CAPWAP\_CREATED\_AP: Discarding LWAPP [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] since AP entry is created in CAPWAP

**Explanation** The message has been received in LWAPP from the AP, but the AP entry was created by CAPWAP. The system is ignoring the message.

**Explanation** No action is required.

**Error Message** %LWAPP-6-CAPWAP\_SUPP\_VER: Discarding [chars] in LWAPP from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] supporting CAPWAP

**Explanation** The message was received in LWAPP from an AP that supports CAPWAP. This condition might be normal. The AP will join the controller in CAPWAP after the maximum number of retries in LWAPP.

**Recommended Action** No action is required.

**Error Message** %LWAPP-4-MSGTAG098: Mesh AP [chars] unable to support the configured VLAN [dec].

**Explanation** The maximum limit on the number of VLANs has been exceeded on the specified AP or in any upstream AP.

**Recommended Action** Check the number of configured VLANs. Remove unwanted or unused VLANs.

**Error Message** %LWAPP-2-SPAMSEND: Sending through spam instead of capwap; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not transmit the LWAPP message because it could not be encrypted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the 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.





# CHAPTER 15

## MIRROR MM and MMC System Messages

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This chapter contains the following topics:

- [MIRROR Messages, page 15-1](#)
- [MM Messages, page 15-6](#)
- [MMC Messages, page 15-24](#)

### MIRROR Messages

This section contains Mirror Module (MIRROR) messages.

**Error Message** %MIRROR-3-ADD\_NODE\_FAILED: Unable to add the mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] into AVL tree.

**Explanation** The system is unable to add a node into 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/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** %MIRROR-3-AVL\_DELETE\_FAILED: Unable to delete the mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from AVL tree.

**Explanation** The system is unable to delete a node from 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/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** %MIRROR-3-AVL\_INIT\_FAILED: Unable to create AVLS for Mirror module.

**Explanation** The system is unable to create AVLS for the mirror 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** %MIRROR-3-DISABLE\_MIRRORPORT\_FAILED: Could not disable the existing mirror port [dec].

**Explanation** The system could not disable the existing mirror 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/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** %MIRROR-3-ENABLE\_MIRRORPORT\_FAILED: Could not set the port [dec] as mirror port.Return code:[dec]

**Explanation** The system could not set a port as a mirror 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/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** %MIRROR-3-INVALID\_PORT: Port [dec] is invalid.

**Explanation** The port is 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/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** %MIRROR-3-MEM\_ALLOC\_FAILED: Could not allocate memory for [chars].

**Explanation** The system could not allocate memory for HEAP.

**Recommended Action** Copy the message exactly as it appears on the 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** %MIRROR-3-NODE\_NOT\_FOUND: Unable to add the mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] into AVL tree.

**Explanation** The system is unable to find a node in 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/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** %MIRROR-3-RETRIEVE\_FILE\_FAILED: Failed to retrieve the configuration file [chars].

**Explanation** The system has failed to retrieve the mirror 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/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** %MIRROR-3-SEM\_CREATE\_FAILED: Unable to create semaphore for Mirror module.

**Explanation** The system is unable to create a semaphore for the mirror 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** %MIRROR-3-STORE\_FILE\_FAILED: Failed to store the configuration file [chars] into NV Memory.

**Explanation** The system has failed to store the mirror configuration file into the NV 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/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** %MIRROR-3-TOGGLE\_AP\_FAILED: Could not toggle the AP [chars]'s mirror mode. [chars].

**Explanation** The system could not toggle the AP mirror mode.

**Recommended Action** Copy the message exactly as it appears on the 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** %MIRROR-3-TOGGLE\_MIRRORMODE\_FAILED: Could not toggle mirror mode for the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to [chars] state

**Explanation** The system could not toggle client mirroring.

**Recommended Action** Copy the message exactly as it appears on the 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** %MIRROR-3-TYPE\_NOT\_MATCH: Given mac's ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) type [dec] doesn't match with type [dec] found in the AVL tree.

**Explanation** The node type does not match with the node type found in 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/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** %MIRROR-3-UPDATE\_FAP\_AVL\_FAILED: Could not update dynamic Foreign AP client to MAC AVL. Mac address is [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not update the dynamic foreign AP client to the MAC AVL.

**Recommended Action** Copy the message exactly as it appears on the 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** %MIRROR-3-UPDATE\_FAP\_NPU\_FAILED: Could not update Foreign AP client's mirror status in NPU. Mac Address is [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not update the foreign AP client's mirror status in NPU.

**Recommended Action** Copy the message exactly as it appears on the 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.

## MM Messages

This section contains mobility member (MM) messages.

**Error Message** %MM-0-LISTEN\_TASK\_EXITED: mmListen task did not receive a task control block --exiting

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-0-MOBILITY\_TASK\_EXITED: mmMobility task did not receive a task control block --exiting

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** MM-0-MOBILITY\_TASK\_FAILED\_TO\_START: [chars] task could not be started. The system will be rebooted

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-0-MULTICAST\_GROUP\_IP\_SET\_ERROR: Error in [chars] while setting local mobility group multicast IP Address [dec].[dec].[dec].[dec]. Please disable mobility multicast-mode if this error continues.

**Explanation** A mobile is unable to use multicast for messaging.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-1-ANCHORS\_DOWN: All Export-Anchors are down on WLAN [dec]

**Explanation** All Export-Anchors are down on the WLAN. A loss of network connectivity has occurred between the WLC and the export anchors for this WLAN.

**Recommended Action** Debug the network and the status of the anchors for connectivity issues.

**Error Message** %MM-1-ANCHOR\_SEND\_FAILED: Unable to send Anchor Close/Transfer message to [dec].[dec].[dec].[dec] due to memory allocation failure.

**Explanation** The system might be running low on 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/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** %MM-1-ANCHOR\_UNAVAILABLE: All export anchors are down. Cannot anchor the client.[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** No export anchors are up to anchor the client. A loss of network connectivity has occurred between the WLC and the export anchors for this WLAN.

**Recommended Action** Debug the network and the status of the anchors for connectivity issues.

**Error Message** %MM-1-APENTRY\_ADD\_FAILED: Unable to create ap-list entry for AP [hex]:[hex][hex]:[hex]:[hex][hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-1-CLIENT\_SHUNNED: Adding client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to exclusion list as a result of an IDS shun event for [int].[int].[int].[int]

**Explanation** The system is adding a client to an exclusion list as a result of an IDS shun event.

**Recommended Action** No action is required.

**Error Message** %MM-1-EXPORT\_FOREIGN\_DOWN: Export FOREIGN [int].[int].[int].[int] is detected as DOWN. Status:[dec].Cleaning up client entries.

**Explanation** The system has detected that an export FOREIGN is DOWN. The system is cleaning up client entries.

**Recommended Action** This is a mobility failover event that has occurred due to the loss of connectivity between this WLC and one of its mobility peers. Debug your network for connectivity issues and check the status of the down mobility peer.

**Error Message** %MM-1-GUEST\_LAN\_ANCHORS\_DOWN: All Export-Anchors are down on Guest LAN [dec]

**Explanation** All export anchors are down on the guest LAN.

**Recommended Action** If this message occurs, it implies that there is loss of network connectivity between the WLC and the export anchors for this guest LAN. Debug the network and the status of the anchors for connectivity issues.

**Error Message** %MM-1-IPSECPAYLOAD\_BUILD\_FAILED: Unable to build IPsec export data.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-1-MOBILITYUSER\_STATECREATE\_FAILED: Unable to create mobility state for user [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-1-SSHRULE\_CREATE\_FAILED: Failed to [chars] the SSH Rule for [int].[int].[int].[int].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-1-USER\_NOT\_ALLOWED: Unable to allow user [chars] into the system. [chars].

**Explanation** The system is unable to allow the user into the system for the reported reason.

**Recommended Action** No action is required.

**Error Message** %MM-2-ANCHOR\_NOT\_DEFINED: Auto anchor required but no anchors defined. wlan-Id:[dec],SSID:[chars].

**Explanation** An auto anchor is required but no anchors are defined on the WLAN.

**Recommended Action** Define the anchors for the reported WLAN.

**Error Message** %MM-2-INIT\_FAILED: Error while initializing mobility manager: [chars].

**Explanation** An error has occurred while initializing the mobility manager.

**Recommended Action** Redo the mobility configuration on the controller.

**Error Message** %MM-3-ACLNAM\_GET\_FAILED: Unable to get acl name for intfAclId [dec]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-ANCHOR\_ADD\_FAILED: Failed to add wlanId in heartbeat list: IP: [dec].[dec].[dec].[dec], WLAN ID: [dec].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-ANCHOR\_DEL\_FAILED: Failed to delete wlan ID in heartbeat list: IP: [dec].[dec].[dec].[dec], wlanid: [dec].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-APENTRY\_DEL\_FAILED: Could not delete an AP from the AP list.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-BUFF\_ALLOC\_FAILED: Could not allocate a system buffer. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-BUFF\_DEALLOC\_FAILED: Could not deallocate a system buffer. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** MM-3-CLIENT\_ADD\_MSG\_SEND\_ERROR: Unable to send heartbeat list client add message to mobility task

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-CLIENT\_DELETE\_MSG\_SEND\_ERROR: Unable to send heartbeat list client delete message to mobility task

**Explanation** An internal system error occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-EXPORTANCHOR\_REQPROC\_FAILED: Anchor Export Request from controller (IP: [dec].[dec].[dec].[dec]) ignored. WLAN:[dec]. ClientSec:[hex], WlanSec:[hex]. [chars].

**Explanation** An anchor export request from the controller is ignored.

**Recommended Action** Change the WLAN configuration to alleviate the problem.

**Error Message** %MM-3-EXPORT\_MSG\_SEND\_ERROR1: Unable to send WiredClientAnchorExport message to mobility task

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-EXPORT\_MSG\_SEND\_ERROR2: Failed to send AnchorExport message, mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] not found

**Explanation** The foreign anchor did not send a mobility message because the mobile was not found.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-INTFCHANGE\_REGISTER\_FAILED: Failed to register callback for interface changes

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-INVALID\_APLISTUPD\_RECVD: Received invalid ap-list-update from [int].[int].[int].[int]. Entries:[dec], Expected:[dec]. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-INVALID\_CIDSUPD\_RECV: Received invalid cids-update from [int].[int].[int].[int]. Entries:[dec], Expected:[dec]. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-INVALID\_NONCE\_RECVD: Received an invalid Nonce-update from [int].[int].[int].[int]. [chars].

**Explanation** An internal system error occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-INVALID\_PKT\_RECVD: Received an invalid packet from [dec].[dec].[dec].[dec]. Source member:[dec].[dec].[dec].[dec]. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Check mobility configuration to see if it needs correction.

**Error Message** %MM-3-INVALID\_PMKDEL\_RECVD: Received PMK-delete from [int].[int].[int].[int] with no StationAddress TLV.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-INVALID\_PMKUPD\_RECVD: Received an invalid PMK-update from [int].[int].[int].[int]. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-INVALID\_WEPDEL\_RECVD: Received WEP-Key-delete from [int].[int].[int].[int] with no Station Address TLV

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-INVALID\_WEPUPD\_RECVD: Received an invalid WEP-Key-update from [int].[int].[int].[int]. [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-LOCMARK\_FAILED: Unable to mark the mobility location of client to unknown.

**Explanation** The system is unable to mark the mobility location of a client as 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/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** %MM-3-MEM\_ALLOC\_ERROR1: No memory to send WiredClientAnchorExport message to mobility task for WGB [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system might be running low on 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/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** %MM-3-MEMBER\_ADD\_FAILED: Could not add Mobility Member. Reason: [chars], Member-Count:[dec],MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP:[dec].[dec].[dec].[dec].

**Explanation** The system could not add a mobility member for the listed in the message reason.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-MEMBER\_DEL\_FAILED: Could not delete Mobility Member. Member=Count:[dec], MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A mobility member deletion from the list 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** %MM-3-MM\_ACL: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-MSG\_PROC\_FAILED: Unable to process the received mobility message. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-MULTICAST\_GROUP\_SEND\_ERROR: Unable to send multicast mobility message.

**Explanation** A mobile is unable to use multicast for messaging.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-NO\_APLIST\_TLV: Received invalid ap-list-update from [int].[int].[int].[int] with no ap-list TLV.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-PEER\_PING\_FAILED: Mobility ping to [int].[int].[int].[int] rejected. [chars].

**Explanation** A mobility ping has been rejected.

**Recommended Action** Check the **mping** command that you entered.

**Error Message** %MM-3-PING\_RESPONSE\_DROPPED: Drop mobility ping reply from [int].[int].[int].[int]. Expected reply from [int].[int].[int].[int]. [chars].

**Explanation** A mobility ping response has been dropped.

**Recommended Action** No action is required.

**Error Message** %MM-3-PING\_SEND\_FAILED: Failed to send a ping [chars] packet to [int].[int].[int].[int].

**Explanation** The system has failed to send a ping.

**Recommended Action** Check the mobility configuration to see if it needs correction. 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/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** %MM-3-SEND\_FAILED: Unable to send [chars] to [dec].[dec].[dec].[dec]

**Explanation** The system is unable to send a mobility 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/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** %MM-3-SOCK\_OPER\_FAILED: Failed to [chars] a socket.

**Explanation** A socket operation 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** %MM-3-SOCK\_SET\_ADDRESS\_OPTION\_FAILED: Failed to [chars] address [dec].[dec].[dec].[dec] to the socket options.

**Explanation** A socket operation has failed. The multicast mode will not work for mobility.

**Recommended Action** Set the local group multicast address again. If this same message appears, disable multicast mode for mobility. Copy the message exactly as it appears on the 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** %MM-3-MEMORY\_READ\_ERROR:[chars] Encountered memory error, Please report the error if you experience a crash.

**Explanation** An internal system error has occurred.

**Recommended Action** This is only a debug message. No action is required. If you experience a system crash, contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-SOCK\_INVALID\_MULTICAST\_ADDRESS: Mobility group local multicast address has invalid setting:[dec].[dec].[dec].[dec]. Resetting it to 0.0.0.0 and disabling mobility multicast

**Explanation** The mobility multicast group address configuration was found invalid. It might have been corrupted during a configuration transfer.

**Recommended Action** Configure the address again by using the **config mobility multicast-mode enable** *multicast\_address* command.

**Error Message** %MM-3-TUNNEL\_ADD\_FAILED: Failed to add mobility tunnel to fast path for peer IP: [dec].[dec].[dec].[dec]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-3-TUNNEL\_ID\_ALLOCATE\_FAILED: Failed to allocate mobility tunnel id for peer IP: [dec].[dec].[dec].[dec]

**Explanation** An internal system error has occurred.

**Recommended Action** If this message recurs, copy the error message.

**Error Message** %MM-3-WGB\_ANCHOREXP: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-4-MEMBER\_DOWN: [chars] path to mobility member [int].[int].[int].[int] is DOWN.

**Explanation** A path to a mobility member is down.

**Recommended Action** If this message occurs, it implies that there is loss of network connectivity between the WLC and one of its mobility peers. Debug the network and the status of the peers for connectivity issues.

**Error Message** %MM-4-HB\_MEMBER\_ADD\_ERROR: Error adding Mobility member to heartbeat list (MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP: [dec].[dec].[dec].[dec]).

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-4-HB\_MEMBER\_DELETE\_ERROR: Error deleting Mobility member from heartbeat list (MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP:[dec].[dec].[dec].[dec]).

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-4-HEARTBEAT\_LIST\_MEMBER\_UPDATE\_ERROR: Error updating Mobility member IP in heartbeat list (MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex], oldIP:[dec].[dec].[dec].[dec], newIP: [dec].[dec].[dec].[dec]).

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-4-INVALID\_ROAMRESP\_RECVD: Received Roam response from [int].[int].[int].[int] with no PMK-R1 TLV

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-4-PING\_FAILED: [chars] ping request to [int].[int].[int].[int] failed rc=[dec]

**Explanation** A ping request has failed.

**Recommended Action** If this message occurs repetitively, it implies that there might be a loss of network connectivity between the WLC and another mobility list member. We recommend that the network and the status of the member be debugged for connectivity issues.

**Error Message** %MM-4-PKT\_DROPPED: Mobility packet dropped. [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-4-PMKCACHE\_ADD\_FAILED: Failed to create PMK/CCKM cache entry for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with update from controller [int].[int].[int].[int]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-4-PMKCACHE\_DEL\_FAILED: Failed to delete PMK cache entry for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with request from controller [int].[int].[int].[int]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-4-WEPKCACHE\_ADD\_FAILED: Failed to create WEP-Key cache entry for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with update from controller [int].[int].[int].[int]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-4-WEPCACHE\_DEL\_FAILED: Failed to delete WEP cache entry for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with request from controller [int].[int].[int].[int]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %MM-6-HEARTBEAT\_LIST\_MEMBER\_UPDATED: Updating Mobility member IP in heartbeat list(MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex], oldIP: [dec].[dec].[dec].[dec], newIP: [dec].[dec].[dec].[dec]).

**Explanation** Internal system information.

**Recommended Action** No action is required.

**Error Message** %MM-6-MEMBER\_ADDED: Adding Mobility member (Index:[dec], MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP: [dec].[dec].[dec].[dec]) in [chars].

**Explanation** Internal system information.

**Recommended Action** No action is required.

**Error Message** %MM-6-MEMBER\_DELETED: Deleting Mobility member (Index:[dec], MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]) from [chars].

**Explanation** Internal system information.

**Recommended Action** No action is required.

**Error Message** %MM-6-MEMBER\_UP: [chars] path to mobility member [int].[int].[int].[int] is UP.

**Explanation** A path to a mobility member is up.

**Recommended Action** No action is required.

**Error Message** %MM-6-MEMBER\_UPDATED: Updating Mobility member (Index:[dec], MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP: [dec].[dec].[dec].[dec]) in [chars].

**Explanation** Internal system information.

**Recommended Action** No action is required.

**Error Message** %MM-6-ANCHOR\_READY: WLAN [dec] is ready to service clients as an anchor, [int].[int].[int].[int] has come up

**Explanation** The WLAN is ready to service clients as an anchor.

**Recommended Action** No action is required.

**Error Message** %MM-6-PING\_RECEIVER\_ENTRY\_DELETED: Deleted ping receiver entry([dec].[dec].[dec].[dec]) from heartbeat list for WLAN([dec]).

**Explanation** Internal system information.

**Recommended Action** No action is required.

**Error Message** %MM-6-SOCK\_SET\_ADDRESS\_OPTION: Setting membership for interface IP [dec].[dec].[dec].[dec] and multicast group [dec].[dec].[dec].[dec] on the mobility sockets.

**Explanation** Multicast group membership was set on the socket.

**Recommended Action** No action is required.

## MMC Messages

This section contains Mobility Management Connection (MMC) messages.

**Error Message** %MMC-0-NPU\_INVALID\_FRAME: NPU Frame block invalid

**Explanation** The MMC module has received an invalid frame from the network processor.

**Recommended Action** Copy the message exactly as it appears on the 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** %MMC-0-NPU\_OPER\_FAILED: NPU Operational verification failed.

**Explanation** The MMC module has failed to verify whether the network processor is operational or not.

**Recommended Action** Copy the message exactly as it appears on the 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** %MMC-2-BUFFPOOL\_ALLOCATE\_FAILED: Failed to allocate a pool of size [dec] bytes from a buffer pool(Id=[dec]).

**Explanation** The MMC module has failed to allocate some memory required by it. The traceback along with this message will suggest why it was needed.

**Recommended Action** Copy the message exactly as it appears on the 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** %MMC-3-GMACREG\_WRITE\_FAILED: Setting Network processor register failed. This could be temporary problem

**Explanation** The MMC module has failed to set the control register of the network processor. This can be a temporary problem.

**Recommended Action** Copy the message exactly as it appears on the 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** %MMC-6-LINKSTATUS\_CHECK\_FAILED: Checking the link status of a particular port failed.

**Explanation** The MMC module has failed to read the link status register of the network processor.

**Recommended Action** Copy the message exactly as it appears on the 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** %MMC-6-NPUMSG\_READ\_FAILED: Reading CPU messages from NPU failed.

**Explanation** The MMC module has failed to read the message queue object that contains any message sent by the network processor.

**Recommended Action** Copy the message exactly as it appears on the 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.



# CHAPTER 16

## NIM NMSP NULL and OSAPI System Messages

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This chapter contains the following topics:

- [NIM Messages, page 16-1](#)
- [NULL Messages, page 16-13](#)
- [OSAPI Messages, page 16-14](#)

### NIM Messages

This section contains Networks-in-Motion (NIM) messages.

**Error Message** NIM-0-ADMIN\_MODE\_DISABLE: Port %d Admin Mode is Disable.

**Explanation** The Port Admin Mode is disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** NIM-0-ADMIN\_MODE\_ENABLE: Port %d Admin Mode is Enable.

**Explanation** The Port Admin Mode is enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-0-CREAT\_TASK\_FAIL: Failed to create the task [chars]

**Explanation** The system has 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/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** NIM-0-GET\_LAGMAC\_FAIL: LAG MAC address error: Invalid arguments. Got null pointer.

**Explanation** A LAG MAC address error has occurred: The system has detected invalid arguments. The system has a null pointer.

**Recommended Action** Copy the message exactly as it appears on the 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** NIM-0-INDEX\_ERR: Invalid index [int] while %s per port AP load information.

**Explanation** An internal error has occurred when processing AP load information. Some AP management functions may not work as expected.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-0-MSGQ\_CREATE\_FAIL: Unable to create msg queue for nimTask.

**Explanation** The system is unable to create a message queue for nimTask.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-0-REGISTRY\_GET\_FAIL: Unable to pull value from the registry for the key [chars]

**Explanation** The system is unable to pull a value from the registry.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-ADMIN\_STATE\_INVALID: Admin State [dec] is not valid for interface [dec].

**Explanation** The admin state is not valid. The state is not enabled or disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-CANT\_DISABLE\_MCAST: Cannot disable multicast state for interface [int] when LAG is enabled

**Explanation** The system cannot disable multicast state when LAG is enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-CHECK\_SUM\_ERR: Checksum Error on config file [chars].

**Explanation** A checksum error has occurred on the configuration file.

**Recommended Action** No action is required.

**Error Message** %NIM-3-COMPONENT\_ALREADY\_REGISTERED: Component [dec] already registered.

**Explanation** The component is already registered. A component that is already registered with a state change function is trying to register again.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-CREAT\_CPUINTF\_FAIL: CPU INTF Create error: Ran out of CPU Interface internal numbers.

**Explanation** NIM Create error: The system has run out of CPU interface internal numbers.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-CREAT\_LAGINTF\_FAIL: LAG interface Create error:Ran out of LAG Interface internal numbers.

**Explanation** LAG interface Create error: The system has run out of LAG interface internal numbers.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-CREAT\_LOGICALINTF\_FAIL: Logical interface create error:Ran out of Logical Interface internal numbers.

**Explanation** Logical interface create error: The system has run out of logical interface internal numbers.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-CREAT\_PHYINTF\_FAIL: PHY interface Create error: Ran out of Physical Interface internal numbers.

**Explanation** PHY interface Create error: The system has run out of physical interface internal numbers.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-CREAT\_VLANINTF\_FAIL: Logical Vlan interface Create error:Ran out of Logical Interface internal numbers.

**Explanation** Logical VLAN interface Create error: The system has run out of logical interface internal numbers.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-FS\_WRITE\_FAIL: Writing data to the config file [chars] failed.

**Explanation** Writing data to the user configuration file 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** %NIM-3-INIT\_TASK\_FAIL: Task initialization failure. Waiting on handle [chars] failed

**Explanation** Task initializing has failed for a NIM 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/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** %NIM-3-INVALID\_CREAT\_REQUEST: Invalid [chars] Create Request.

**Explanation** An invalid interface create request has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-LOAD\_PORTINFO\_FAIL: Loading port info for port number [dec] failed. Ran out of Physical Interface internal numbers.

**Explanation** Loading the multicast appliance mode port configuration has failed. The system has run out of physical interface internal numbers.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-MCAST\_STATE\_UNKNOWN: interface [int] has invalid mcastApplianceState [dec]

**Explanation** The multicast appliance state is 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/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** %NIM-3-SET\_AUTONEG\_FAIL: Error in setting the AutoNeg status for the interface with internal interface number [dec].

**Explanation** An error occurred while setting the status for auto negotiation.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-SET\_INTFSPEED\_FAIL: Error while setting the speed mode for the interface with internal interface number [dec].

**Explanation** An error occurred while setting the speed mode for the interface. The speed and the interface type are not compatible.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-SET\_MCASTSTATE\_FAIL: Error while setting MCAST appliance state for the interface with internal interface number [dec].

**Explanation** An error occurred while setting the MCAST appliance 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/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** %NIM-3-SET\_MTUSIZE\_FAIL: Error while setting MTU size for the interface with the internal interface number [dec].

**Explanation** An error occurred while setting the MTU size for the 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** %NIM-3-SYSINTF\_TYPE\_UNKNOWN: Unknown system interface type [dec].

**Explanation** The system has detected an unknown system interface type. The system could not find the next valid interface's internal interface number.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-UNKNOWN\_INTF\_TYPE: Unknown Interface type requested.

**Explanation** An unknown interface type has been requested.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-USP\_PORT\_ERR: Error in USP and/or port registry data.

**Explanation** An error has occurred in the USP and/or port registry data.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-USP\_SLOT\_ERR: Error in USP and/or SYSTEM\_SLOTS registry data.

**Explanation** An error has occurred in the USP and/or SYSTEM\_SLOTS registry data.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-4-ADDR\_TYPE\_INVALID: Address type [dec] is not valid for interface [dec].

**Explanation** The address type is not valid. It is not a burned-in address or a locally administered 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/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** %NIM-4-LAG\_IN\_TRANSITION: LAG in transition. switch reboot DUE..!!!

**Explanation** LAG is in transition. A switch reboot is due.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-4-MCAST\_NOT\_SET: Multicast appliance flag not set for interface [int]([int],[int],[int]) when LAG enabled.

**Explanation** The multicast appliance flag does not set when LAG is enabled.

**Recommended Action** No action is required.

**Error Message** %NIM-4-NAME\_TYPE\_INVALID: Name Type [dec] is not valid for interface [dec].

**Explanation** The interface name type is not valid.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-4-POE\_STATE\_INVALID: PoE State [dec] is not valid for the interface [dec].

**Explanation** The PoE state is not valid. The state is not enabled or disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-4-TRAP\_STATE\_INVALID: Trap State [dec] is not valid for interface [dec].

**Explanation** The trap state is not valid. It is not enabled or disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-6-LAA\_ADDR\_INVALID: Locally administered address is not valid for interface [dec].

**Explanation** The locally administered address is not valid. The LSB of the first byte is not zero.

**Recommended Action** No action is required.

**Error Message** %NIM-6-MCAST\_STATE\_CHANGED: LAG Enabled - changed multicast state of interface [int] to ENABLED

**Explanation** LAG is enabled. The multicast state has changed to the Enabled state.

**Recommended Action** No action is required.

**Error Message** %NIM-6-STACKINTF\_NOT\_SUPPORTED: Creating Stack Interface currently not supported.

**Explanation** The system has created a stack interface that is currently not supported.

**Recommended Action** No action is required.

**Error Message** %NIM-6-SW\_VER\_ERR: Software Version Error on config file [chars].

**Explanation** There is a software version error in the configuration file.

**Recommended Action** No action is required.

## NMSP Messages

This section contains the NMSP messages.

**Error Message** %NMSP-3-CERT\_AAA\_ERR: NMSP: LBS cert AAA Error for [chars]

**Explanation** NMSP: The controller LBS-SSC AuthList has failed to validate a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %NMSP-3-CONN\_LIMIT\_EXCEEDED: [chars]: Maximum connection limit of [dec] exceeded

**Explanation** The maximum NMSP connection limit 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/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** %NMSP-3-INIT\_FAIL: NMSP Task failed to initialize

**Explanation** The NMSP receive task has failed to initialize and cannot accept incoming NMSP messages.

**Recommended Action** Copy the message exactly as it appears on the 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** %NMSP-3-INV\_CERT\_LEN: NMSP: Received invalid peer cert (size [int])

**Explanation** The system has received a peer certificate that contains no certificate or is too big.

**Recommended Action** Copy the message exactly as it appears on the 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** %NMSP-3-PEER\_CERT\_VER\_FAIL: NMSP: LBS cert verification failed check

**Explanation** NMSP: The controller has failed to validate the LBS peer certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %NMSP-3-QUEUE\_CREATE\_FAIL: [chars]: Failed to create messaging Q [chars]

**Explanation** The system has failed to create a messaging queue.

**Recommended Action** Copy the message exactly as it appears on the 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** %NMSP-3-SOCK\_SEL\_FAIL\_EBADF: [chars]: Select failed with bad file descriptor. All sockets closed

**Explanation** A select failed with a bad file descriptor. All NMSP sockets have been closed.

**Recommended Action** Copy the message exactly as it appears on the 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** %NMSP-3-TASK\_CREATE\_FAIL: [chars]: Failed to create [chars]

**Explanation** The system has failed to create [chars].

**Recommended Action** Copy the message exactly as it appears on the 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.

## NULL Messages

This section contains NULL subsystem (NULL) messages.

**Error Message** %NULL-0-SOCKET\_CREATE\_FAILED: Socket creation failed

**Explanation** The NULL module has failed to create a particular socket. The traceback along with this message will suggest which socket it was.

**Recommended Action** Copy the message exactly as it appears on the 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.

## OSAPI Messages

This section contains operating system API (OSAPI) messages.

**Error Message** %OSAPI-0-COLLECT\_TASK\_METRICS\_FAILED: Unable to gather task metrics. [chars].

**Explanation** The system is unable to gather task metrics.

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-CONFIG\_NOT\_SAVED: Configuration Not Saved. System will now restart!

**Explanation** The configuration has not been saved. The system will now restart.

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-CONFIG\_SAVED: Configuration Saved. System will now restart.

**Explanation** The configuration has been saved. The system will now restart.

**Recommended Action** No action is required.

**Error Message** OSAPI-0-HI\_MEM\_THRESHOLD\_CROSSED: Warning! System free memory (%d) below high threshold.

**Explanation** Warning! The system's free memory has fallen below the high threshold.

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-HI\_MEM\_THRESHOLD\_RESTORED: Warning! System free memory (%d) restored above high threshold.

**Explanation** Warning! The system's free memory has been restored above a high threshold.

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-INTF\_SYCTL\_FAILED: The sysctl %s has failed on interface %s. error code: %d.

**Explanation** The sysctl operation has failed on the 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** %OSAPI-0-INVALID\_TIMER\_HANDLE: Task is using invalid timer handle [int]/[int]

**Explanation** The task is using an invalid timer handle.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-0-INVALID\_TIMERCB: Invalid timer control block. TcbPtr=[hex].

**Explanation** The system has detected an invalid timer control block, and a software timer object 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** OSAPI-0-LICENSE\_FL\_UPDATE\_FAIL: Failed to update Cisco License Directory on flash.

**Explanation** The system has failed to update the Cisco license directory on flash.

**Recommended Action** No action is required.

**Error Message** %OSAPI-0-MEM\_ALLOC\_FAILED: Failed to allocate memory for [dec] bytes.

**Explanation** The system has failed to allocate some memory. The system might be out of buffers. This may be temporary problem.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-0-MSGQ\_CREATE\_FAILED: Failed to create the message queue object: [chars]. [chars].

**Explanation** The system has failed to create a message queue object.

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-MTD\_ERASE\_FAIL: Unable to erase a sector at %d on MTD device %s.

**Explanation** The system is unable to erase a sector on the Memory Technology Device (MTD).

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-MTD\_INFO\_FAIL: Unable to get MTD device info on %s.

**Explanation** The system is unable to get the Memory Technology Device (MTD) information.

**Error Message** OSAPI-0-MTD\_LOCK\_FAIL: Unable to lock MTD device %s.

**Explanation** The system is unable to lock the Memory Technology Device (MTD).

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-MTD\_OPEN\_FAIL: Unable to open MTD device %s.

**Explanation** The system is unable to open the Memory Technology Device (MTD).

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-MTD\_UNLOCK\_FAIL: Unable to unlock MTD device %s.

**Explanation** The system is unable to unlock the Memory Technology Device (MTD).

**Error Message** %OSAPI-0-MUTEX\_CREATE\_FAILED: Failed to create a mutual exclusion object. [chars].

**Explanation** The system has failed to create a mutual exclusion object.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-0-RAD\_SW\_UPGRADE: System has been upgrading Radio SW for more than 30 minutes.

**Explanation** The APs have been downloading software for the last 30 minutes. Either the network is congested or there is a mismatch between the AP image and the controller image.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-0-REAPER\_START\_FAILED: Unable to start the Osapi Reaper.  
[chars].

**Explanation** The system is unable to start an OSAPI Reaper.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-0-REAPWATCHER\_START\_FAILED: Unable to start the Osapi Reaper  
Watcher. [chars].

**Explanation** The system is unable to start an OSAPI Reaper Watcher.

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-RESETSYSTEM\_FAILED: System will not reset as %ssoftware is  
being upgraded.

**Explanation** Resetting the system when an image download on the controller or an image downloading to the access point could leave the controller or access points with partial images. This problem could affect the state/functioning of the device after a power cycle. The reset of the system is cancelled when a controller or access point is downloading an image.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-0-RESET\_START\_FAILED: Unable to start the System Reset.  
[chars].

**Explanation** The system is unable to start the system reset 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/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** OSAPI-0-RESET\_TRAP\_GENERATED: System reset trap message generated.

**Explanation** A system reset trap message has been generated.

**Recommended Action** No action is required.

**Error Message** OSAPI-0-SAVE\_CONFIG\_FAILED: Flash write in progress. Cannot save config or reset system.

**Explanation** A Flash write is in progress. The system cannot save the configuration or reset the system.

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-SET\_ETHERNET\_PORT\_FAILED: Setting Ethernet Port %s MAC. Could not get current flags.

**Explanation** The Linux (Input Output ConTroL) IOCTL operation has failed on the Ethernet 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** OSAPI-0-SET\_ETHERNET\_PORT\_FAILED\_1: Setting Ethernet Port %s MAC. Could not bring down port.

**Explanation** The Linux (Input Output ConTroL) IOCTL operation has failed on the Ethernet 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** OSAPI-0-SET\_ETHERNET\_PORT\_FAILED\_2: Error while setting Ethernet Port %s MAC..Error No: %d.

**Explanation** The Linux (Input Output ConTroL) IOCTL operation has failed on the Ethernet 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** OSAPI-0-SET\_ETHERNET\_PORT\_FAILED\_3: Error while setting Ethernet Port %s flags..Error No: %d.

**Explanation** The Linux (Input Output ConTroL) IOCTL operation has failed on the Ethernet 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** %OSAPI-0-TASK\_CREATE\_FAILED: Failed to create the task object:  
[chars]. [chars].

**Explanation** The system has failed to create a task object.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-0-TASK\_HUNG: Error! Hung task detected ([chars])! (user [dec]%  
system [dec]%)Reset!.

**Explanation** The system has detected a hung 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/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** %OSAPI-0-TASK\_INVALID\_ADDRESS: Invalid task [address] ([address] < msg  
< [address]) (1)

**Explanation** The system has detected a possibly corrupted 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/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** %OSAPI-2-TASK\_PRIORITY\_INFO: %s - TaskID %d ('%s') osapi\_prio %u  
old\_prio %u pthread\_prio %d cur\_prio %d tickleTimer %u\n

**Explanation** The system has changed the thread priority.

**Recommended Action** No action is required.

**Error Message** %OSAPI-0-TASKLIST\_CORRUPTED: Task list corruption detected!!!.

**Explanation** The system has detected a corrupted task 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** %OSAPI-0-TIMERCB\_ALLOC\_FAILED: Unable to allocate timer control block.

**Explanation** The system is unable to allocate memory for a software timer control block.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-0-TIMERCB\_FREELIST\_CORRUPTED: Timer control block free list is corrupted. Head=[hex],Count=[dec],Mempool Size=[dec].

**Explanation** The timer control block free list 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** %OSAPI-0-TIMER\_CREATE\_FAILED: Failed to create a timer.

**Explanation** The system could not create a software timer object.

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-0-TRAP\_START\_FAILED: Unable to start the System Trap Reset. %s.

**Explanation** The system is unable to start the System Trap Reset 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/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** %OSAPI-1-MUTEX\_PRIO\_CLEAR: == Unlock assert == ([chars]) prio=[dec] root=[hex] word[[dec]]=[hex].

**Explanation** A mutex clear lock failure has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-1-MUTEX\_PRIO\_SET: \*\* Lock assert \*\* ([chars]) prio=[dec] root=[hex] [chars]

**Explanation** A mutex lock priority violation has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-1-MUTEX\_PRIO\_SET2: \*\* Lock assert \*\* ([chars]) prio=[dec] root=[hex] word[[dec]]=[hex].

**Explanation** A mutex lock priority violation 2 has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** OSAPI-3-CLOSE\_FAILED: Failed to close file

**Explanation** The system is unable to close a 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** %OSAPI-3-FILE\_CREATE\_FAILED: Failed to create the file : [chars]. [chars].

**Explanation** The system could not create a file or directory. There may be several reasons behind it, including that the system has run out of disk space.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-3-FILE\_OPEN\_FAILED: Failed to open the file : [chars].

**Explanation** The system could not open a file or directory. There may be several reasons behind it, including that the path provided 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/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** %OSAPI-3-FILE\_TRANSFER\_ABORTED: Aborting file transfer. [chars].

**Explanation** The system is aborting a file transfer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.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** %OSAPI-3-FILE\_WRITE\_FAILED: Failed to write [dec] bytes to the file : [chars] (FileDesc:[dec]). [chars].

**Explanation** The system could not write to a file or directory. There may be several reasons behind it, including that the path provided 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/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** %OSAPI-3-FILE\_WRITENOCLOSE\_FAILED: Failed to write [dec] bytes (FileDesc:[dec]). [chars].

**Explanation** The system could not write to a file or directory. There may be several reasons behind it, including that the path provided 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/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** %OSAPI-3-INTF\_IOCTL\_FAILED: The I/O control operation ([chars]) has failed on the interface [chars].IpAddr:[int].[int].[int].[int] Errorcode:[dec]

**Explanation** The I/O control operation has failed on the 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** %OSAPI-3-INVALID\_FILE\_HANDLE: The File/Socket handle is Invalid. Handle = [dec].

**Explanation** The file/socket handle is 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/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** %OSAPI-3-INVALID\_PING\_RESPONSE: Ping response from [int].[int].[int].[int] is invalid. [chars].

**Explanation** The ping response is invalid.

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

**Error Message** OSAPI-3-ioctl\_FAILED: ioctl ([chars]) failed for interface [chars].

**Explanation** The system was unable to complete the specified IOCTL operation.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-3-KTHREAD\_STRUCT\_ALLOC\_FAILED: We failed to create a struct for /proc/[chars]/status

**Explanation** The system failed to create a structure for storing kthread 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** %OSAPI-3-KTHREAD\_TABLE\_FULL: Need a bigger osapi\_kthread\_tbl to store kthread [chars] pid=[dec].

**Explanation** The system needs a bigger osapi\_kthread\_tbl to store a kthread.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-3-LINK\_ERROR: Error condition detected on link [chars] (rxp [int] rxe [int]; previously rxp [int] rxe [int])

**Explanation** A link error has been detected on the specified link.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-3-OPEN\_FAILED: Failed to open file [chars]

**Explanation** The system is unable to open a file with the given 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** %OSAPI-3-PATH\_BUILD\_FAILED: Failed to build the path string for [chars]

**Explanation** The system has failed to build a path string.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-3-PING\_OPER\_FAILED: Unable to start ICMP ping to host [chars]. [chars]

**Explanation** The system is unable to start an ICMP ping to host.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-3-ROUTE\_INFO\_GET\_FAILED: Unable to retrieve routing information

**Explanation** The system is unable to retrieve routing information, and unable to access /proc/net/route.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-3-SOCKET\_FAILED: Failed to open socket.

**Explanation** The system is unable to open 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** %OSAPI-3-SOCK\_OPER\_FAILED: The [chars] operation has failed on the socket descriptor [dec]. Errorcode:[dec]

**Explanation** An operation has failed on a socket 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/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** %OSAPI-3-SYSINFO\_FAILED: The system API sysinfo() returned failure. Error: [chars].

**Explanation** The system API has returned a 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/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** %OSAPI-3-TASK\_ADD\_LOCKED: Exceeded maximum task count [int] (max [int])

**Explanation** The maximum number of tasks that can be created 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/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** %OSAPI-3-TASK\_GETTIME\_FAILED: Failed to retrieve statistics (/proc/<pid>/stats) for task '[chars]'

**Explanation** The system has failed to retrieve statistics (/proc/<pid>/stats) for a 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/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** %OSAPI-3-TASK\_RMV\_LOCKED: Failed to delete a task osapiTaskFreeList.head [address], count [int]

**Explanation** The system has failed to delete a 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/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** %OSAPI-3-TASK\_SET\_TICKLE: Task [chars] requesting [dec] second timer. Minimum is 20. Setting to 20.

**Explanation** The requested timer is less than the minimum time allowed. The minimum time is 20. The system is setting the timer to 20.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-4-CPU\_OVERLOAD: Warning! Task [dec] ([chars]) is taking [dec]% ([dec]% user [dec]%system)of the cpu!.

**Explanation** Warning! A task is overloading the CPU.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-4-FILE\_MOVE\_FAILED: Failed to move the file [chars] to [chars].

**Explanation** The system could not move or rename a file or directory. There may be several reasons behind it, including that the source path provided 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/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** %OSAPI-4-GW\_ADD\_FAILED: Unable to add the gateway [chars]. System command returned failure. Error code:[dec]

**Explanation** The system is unable to add a gateway. The system command 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** %OSAPI-4-MSGQ\_DUMP\_FAILED: Failed to dump the message queue history: [chars]. [chars].

**Explanation** The system has failed to dump the message queue history in the event of a crash.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-4-MSGQ\_RECV\_FAILED: Failed to receive a message from the message queue object: [chars]. [chars].

**Explanation** The system has failed to receive a message from a message queue object.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-4-MSGQ\_SEND\_FAILED: Failed to send a message to the message queue object: [chars]. [chars].

**Explanation** The system has failed to send a message to a message queue object.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-4-MUTEX\_LOCK\_FAILED: Failed to acquire a mutual exclusion object. [chars].

**Explanation** The system has failed to acquire a mutual exclusion object.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-4-ROUTE\_ADD\_FAILED: Unable to add the route (Dest:[chars], NetMask:[chars], NextHop:[chars]). System command returned failure.  
Errorcode:[dec]

**Explanation** The system is unable to add a route. The system command 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** %OSAPI-4-ROUTE\_DEL\_FAILED: Unable to delete the route (Dest:[chars], NetMask:[chars], NextHop:[chars]). System command returned failure.  
Errorcode:[dec]

**Explanation** The system is unable to delete a route. The system command 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** %OSAPI-4-TIMERTCB\_NOT\_ALLOCATED: Timer [int]/[int] ('[chars]') already destroyed.

**Explanation** A software timer object is already destroyed and cannot be used.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-4-TIMERTCB\_REALLOCATED: Timer [int]/[int] ('[chars]') found to be destroyed/reallocated.

**Explanation** The timer is destroyed/reallocated.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-4-TIME\_SHIFT\_DETECTED: Detected [chars] time shift. Last: [dec].[dec]. --> Now:[dec].[dec].

**Explanation** The system has detected a time shift.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-5-CLEAN\_TASK: Reaper cleaning up exited task '[chars]' ([address])

**Explanation** The reaper is cleaning up the exited task.

**Recommended Action** No action is required.

**Error Message** %OSAPI-5-FILE\_CLOSE\_FAILED: Failed to close the file descriptor: [dec].

**Explanation** The system could not close a file or directory. There may be several reasons behind it, including that the path provided 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/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** %OSAPI-5-FILE\_DEL\_FAILED: Failed to delete the file : [chars]. [chars].

**Explanation** The system could not delete a file or directory. There may be several reasons behind it, including that the path provided 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/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** %OSAPI-5-FILE\_READ\_FAILED: Failed to read [dec] bytes from the file : [chars] (FileDesc:[dec]). [chars].

**Explanation** The system could not read from a file or directory. There may be several reasons behind it, including that the path provided 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/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** %OSAPI-5-FILE\_READNOCLOSE\_FAILED: Failed to read [dec] bytes (FileDesc:[dec]). [chars].

**Explanation** The system could not read from a file or directory. There may be several reasons behind it, including that the path provided 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/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** %OSAPI-5-MSGQ\_DEL\_FAILED: Failed to delete the message queue object: [chars]. [chars].

**Explanation** The system has failed to delete a message queue object.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-5-MUTEX\_DEL\_FAILED: Failed to delete a mutual exclusion object. [chars].

**Explanation** The system has failed to delete a mutual exclusion object.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-5-MUTEX\_UNLOCK\_FAILED: Failed to release a mutual exclusion object. [chars].

**Explanation** The system has failed to release a mutual exclusion object.

**Recommended Action** Copy the message exactly as it appears on the 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** %OSAPI-6-FILE\_DOES\_NOT\_EXIST: File : [chars] does not exist.

**Explanation** The system could not find the file or directory. There may be several reasons behind it, including that certain functionality has never been configured on the system.

**Recommended Action** Copy the message exactly as it appears on the 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.





## PEM System Messages

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This chapter contains the following topic:

- [PEM Messages, page 17-1](#)

### PEM Messages

This section contains Power Entry Module (PEM) messages.

**Error Message** %PEM-0-CREATETASK: Failed to create PEM receive task.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** PEM-0-IPRGSTR\_MSCB\_FAIL: Registering IP %u.%u.%u.%u on mscb failed for station[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system has failed to register an IP address on the MSCB.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-0-NOQ: PEM: no message queue, exiting.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-ADDNPURULE1: Unable to push temporary Fast Path rule for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-ADDNPURULE2: Unable to plumb temporary rule for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-ADDVPN: Unable to create IPsec rule for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-ADDWEBRULE1: Unable to add web rule for mobile  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-ADDWEBRULE2: Unable to create web rule for mobile  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-AEPIINIT: Bypassing AEPI process for mobile  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The AEPI is not enabled and has been bypassed.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-DELMRULE1: Unable to delete policy rule [dec] for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** No action is required.

**Error Message** %PEM-1-DELMRULE2: Unable to delete policy rule for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** No action is required.

**Error Message** %PEM-1-DOT1XINIT1: Unable to initialize 802.1X for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-GETPOL: Unable to retrieve encrypt policy for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to retrieve an encryption policy for the mobile.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-MGMTINTF: Can not get management interface.

**Explanation** The management interface cannot be found. It needs to be configured.

**Recommended Action** Configure the management interface.

**Error Message** %PEM-1-MSGTAG050: [chars]: Unable to register L2TP session

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-PLUMBIP: Unable to add IP address learning SCB to NPU for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-SERVTYPE: Rejecting web-auth login for user '[chars]' with invalid Service-Type [dec]

**Explanation** The system has detected an invalid AAA service type.

**Recommended Action** No action is required.

**Error Message** %PEM-1-SETNAME: Unable to allow user [chars] into the system - perhaps the user is already logged onto the system?

**Explanation** This username might have reached its maximum number of allowed sessions. This number can be configured.

**Recommended Action** Check the configured number of allowed sessions for this user. It may be 0, or the user has already reached the maximum number of allowed sessions. If the user has reached the maximum number, disconnect one of the sessions.

**Error Message** %PEM-1-SNIFFAP: Unable to add sniffer AP fast path rule for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** No action is required.

**Error Message** %PEM-1-SPAMADDSTA: Unable to create SPAM Mobile State.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-1-WEBAUTHFAIL: Web authentication failure for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Web authentication 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** %PEM-1-WEBAUTHOFF: Unable to enforce web auth policy due to invalid state for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Web authentication is not configured.

**Recommended Action** Configure web authentication.

**Error Message** %PEM-2-ADDVPN3: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-2-DELVPN1: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-2-DELVPN4: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-2-XXX: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-ADDNPURULE3: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-ADDSTA: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-ADDVPN2: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-APPLYPOL: pemLogInWebAuthUser: Failed to apply RADIUS policy.

**Explanation** The AAA override is not enabled or there is an incorrect configuration of the WLAN.

**Recommended Action** Check the WLAN configuration.

**Error Message** %PEM-3-BADWLANID1: Ignoring zero WLAN ID on AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] for mobile  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** No action is required.

**Error Message** %PEM-3-BADWLANID2: PEM state [dec], APF state [dec], MM state [dec]  
for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** No action is required.

**Error Message** %PEM-3-CFGSAVE: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-DELIKE: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-DELMMPVN: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-DELMRULE3: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** No action is required.

**Error Message** %PEM-3-DELSTA: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-DELSTA2: [chars]

**Explanation** The system has attempted to delete a client that does not exist. The client might have already been deleted.

**Recommended Action** No action is required.

**Error Message** %PEM-3-DELVPN2: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-DOT1XINIT2: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-GLOBALSTAT\_GET\_FAILED: Unable to get the web-customizations global status for WLAN ID [dec].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-IMPORTSA: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-INVRULE: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-MSGQ: pemSysInit: couldn't create PEM message queue.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-NOOVERRIDE: Failed to apply RADIUS over-ride policy for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An AAA override is disabled or the WLAN is incorrectly configured.

**Recommended Action** Check your WLAN configuration.

**Error Message** %PEM-3-PLUMB: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-PORTCHANGE: simMsPortChange Error in queuing pem message

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-REDIRRULE: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-TXXID: pemSend802\_2XIDFrame: Out of system buffers.

**Explanation** The system ran out of 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/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** %PEM-3-TXXID2: pemPortChangeHandler: Could not send XID frame

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-TXXID3: pemDispatcPortChange: Could not update NPU

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-TXXID4: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-UNKNOWNMSG: PEMRCV: Received unsupported message type [dec].

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-3-WEBEVENT: Bad return from ProcessWebEvent.

**Explanation** An internal system error has occurred.

**Recommended Action** No action is required.

**Error Message** %PEM-4-ADDVPN4: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-4-CHANGENACSTATE: Client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] not found while changing NAC state

**Explanation** Changing the NAC state for a client 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** %PEM-4-DELVPN3: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-4-NORCV: PEMRECV: MessageReceive() failed.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-4-TXIAPPTBL: Unable to send IAPP AssocTableReq for mobile  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** No action is required.

**Error Message** %PEM-6-GUESTIN: Guest user logged in with user account ([chars]) MAC  
address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP address [int].[int].[int].[int].

**Explanation** A guest user has logged in.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-6-GUESTOUT: Guest user logged out with user account ([chars]) MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP address [int].[int].[int].[int].

**Explanation** A guest user has logged out.

**Recommended Action** Copy the message exactly as it appears on the 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** %PEM-6-QVLAN\_INTF\_REMAP: Remapping interface ID for STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from [int] to [int] ([chars]).

**Explanation** STAs that are mapped to a quarantine VLAN might need remapping to the correct interface during the quarantine phase.

**Recommended Action** Copy the message exactly as it appears on the 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.



# CHAPTER 18

## PKTDEBUG PMALLOC POE and POLICY System Messages

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This chapter contains the following topics:

- [PKTDEBUG Messages, page 18-1](#)
- [PMALLOC Messages, page 18-3](#)
- [POE Messages, page 18-6](#)
- [POLICY Messages, page 18-7](#)

### PKTDEBUG Messages

This section contains packet debugging (PKTDEBUG) messages.

**Error Message** %PKTDEBUG-2-MSGTAG009: Failed to create PKTDEBUG socket rx task..

**Explanation** The PKTDEBUG task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %PKTDEBUG-2-MSGTAG010: Unable to open PKTDEBUG socket

**Explanation** The PKTDEBUG task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %PKTDEBUG-3-MSGTAG012: select from PKTDEBUG socket failed with error [dec]

**Explanation** The PKTDEBUG task is experiencing problems while processing packets.

**Recommended Action** Copy the message exactly as it appears on the 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** %PKTDEBUG-3-MSGTAG014: read from dtl PKTDEBUG socket failed.

**Explanation** The PKTDEBUG task is experiencing problems while processing packets.

**Recommended Action** Copy the message exactly as it appears on the 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** %PKTDEBUG-6-MSGTAG001: Starting packet log

**Explanation** The packet logging service has been enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %PKTDEBUG-6-MSGTAG002: Stopping packet log

**Explanation** The packet logging service has been disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %PKTDEBUG-6-MSGTAG003: Packet log displayed [int] of [int] packets

**Explanation** The packet logging service displayed the requested number of packets and will now terminate.

**Recommended Action** Copy the message exactly as it appears on the 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.

## PMALLOC Messages

This section contains memory pool (PMALLOC) messages.

**Error Message** %PMALLOC-0-ALLOC\_POOL\_FAILED: Out of memory! Unable to allocate a chunk for pool [dec]!.

**Explanation** The system is out of memory. The system is unable to allocate a chunk of memory for a 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/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** %PMALLOC-0-INVALID\_POOL\_INFO: Invalid poolinfo. Last entry in the poolinfo must be zero..

**Explanation** The system has detected an invalid poolinfo. The last entry in the poolinfo must be zero.

**Recommended Action** Copy the message exactly as it appears on the 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** %PMALLOC-0-MEM\_ALLOC\_FAILED: Out of memory. Unable to allocate [dec] bytes!.

**Explanation** The system is unable to allocate a specific number of bytes.

**Recommended Action** Copy the message exactly as it appears on the 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** %PMALLOC-0-MEM\_THRESHOLD\_REACHED: Memory threshold reached. Not allocating memory.

**Explanation** The memory threshold has been reached. The system is 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/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** %PMALLOC-3-MEM\_MONITOR\_ERROR: Memory error detected by monitor.

**Explanation** A memory error has been detected by the monitor.

**Recommended Action** Copy the message exactly as it appears on the 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** %PMALLOC-3-MEM\_MONITOR\_GET\_CFG: Error! Cannot get memory monitor config.

**Explanation** The system cannot get the memory monitor 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/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** %PMALLOC-3-MEM\_MONITOR\_LOAD\_CFG: Error! Cannot load memory monitor config.

**Explanation** The system cannot load the memory monitor 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/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** %PMALLOC-3-MEM\_MONITOR\_WRITE\_CFG: Error! Cannot write memory monitor config.

**Explanation** The system cannot write the memory monitor 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/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** %PMALLOC-7-MEM\_ALLOC\_DETAIL: Allocating [dec] bytes into [dec] byte pool.

**Explanation** The memory allocation details are displayed.

**Recommended Action** No action is required.

**Error Message** %PMALLOC-7-MEM\_ALLOC\_RAWPOOL: Allocating [dec] bytes into RAW pool.

**Explanation** The memory allocation details are displayed.

**Recommended Action** No action is required.

## POE Messages

This section contains Power over Ethernet (POE) messages.

**Error Message** %POE-0-RESET\_FAIL: Unable to reset the Power Supply for [dec] times. Will try to reset for another [dec] times.

**Explanation** A failure has occurred when resetting the POE device. The system will try to reset it again. It is a fatal error if the POE device cannot be reset after a maximum number of 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/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** %POE-3-PORT\_RESYNC: poePortResync returned FAILURE.

**Explanation** PoE port resynchronization has failed. There is an inconsistency in the internal data structures.

**Recommended Action** Copy the message exactly as it appears on the 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.

# POLICY Messages

This section contains policy (POLICY) messages.

**Error Message** %POLICY-6-TRANSPORT\_MODE\_UPGRADE: Switch Transport Mode Upgraded to Layer 3 during Configuration

**Explanation** The configuration was upgraded from Layer 2 to Layer 3 transport mode. Layer 2 is no longer supported. The possible reason for this change is an image upgrade from software release 4.2.x.x.

**Recommended Action** No action is required.





# CHAPTER 18

## POWER PPTP and RBCP System Messages

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This chapter contains the following topics:

- [POWER Messages, page 18-1](#)
- [PPTP Messages, page 18-2](#)
- [RBCP Messages, page 18-4](#)

### POWER Messages

This section contains power (POWER) messages.

**Error Message** %POWER-3-FAN\_FAIL: [chars]

**Explanation** The specified fan is not functioning properly and has failed.

**Recommended Action** No action is required.

**Error Message** %POWER-3-PS\_FAIL: [chars]

**Explanation** The specified power supply has failed.

**Recommended Action** No action is required.

**Error Message** %POWER-6-FAN\_OK: [chars]

**Explanation** The specified fan is functioning normally and is OK.

**Recommended Action** No action is required.

**Error Message** %POWER-6-PS\_DETECT: [chars]

**Explanation** This message indicates whether the power supply is present or not.

**Recommended Action** No action is required.

**Error Message** %POWER-6-PS\_OK: [chars]

**Explanation** The specified power supply is functioning OK.

**Recommended Action** No action is required.

## PPTP Messages

This section contains Point-to-Point Tunneling Protocol (PPTP) messages.

**Error Message** %PPTP-1-CONFIG\_SAVE\_ERROR: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** PPTP configuration changes could not be saved.

**Recommended Action** Try to reconfigure PPTP parameters and save.

**Error Message** %PPTP-1-LOCAL\_IP\_NOT\_FOUND: unable to determine our own local IP address - pptp will be disabled.

**Explanation** The system is unable to determine the local IP address - PPTP will be disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %PPTP-1-SOCKET\_CONFIG\_ERROR: unable to configure socket - pptp will be disabled...

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PPTP-1-SOCKET\_CONFIG\_RETRIEVE\_ERROR: unable to retrieve socket configuration - pptp will be disabled...

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PPTP-1-SOCKET\_OPEN\_ERROR: Unable to open listener socket - pptp will be disabled...

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PPTP-1-SOCKET\_SELECT\_ERROR: select failed for no apparent reason - pptp will be disabled...

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %PPTP-2-TASK\_CREATE\_ERROR: Failed to create pptp main task..

**Explanation** The PPTP task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %PPTP-2-TASK\_INIT\_ERROR1: Unable to open listener socket.

**Explanation** The PPTP task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %PPTP-2-TASK\_INIT\_ERROR2: Unable to bind listener socket.

**Explanation** The PPTP task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %PPTP-2-TASK\_INIT\_ERROR3: Unable to listen on listener socket.

**Explanation** The PPTP task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the 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.

## RBCP Messages

This section contains Router Blade Control Protocol (RBCP) messages.

**Error Message** %RBCP-0-MSGQ\_CREAT\_FAILED: Failed to create RBCP osapi Queue.

**Explanation** The system has failed to create the RBCP OSAPI queue.

**Recommended Action** Copy the message exactly as it appears on the 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** %RBCP-0-PORT\_NOT\_UP: Port 1 not up. Cant plumb Code version.

**Explanation** Port 1 is not up. The system cannot plumb the code version.

**Recommended Action** Copy the message exactly as it appears on the 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** %RBCP-0-PROD\_VER\_SET\_FAILED: Driver api failed for the command [chars].Cant plumb Code version.Return Code=[dec].

**Explanation** The driver API has failed. The system cannot plumb the code version.

**Recommended Action** Copy the message exactly as it appears on the 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** %RBCP-0-RBCP\_RECVQ\_NULL: No RBCP Receive Queue available. Unable to receive RBCP messages

**Explanation** No RBCP receive queue is available. The system is unable to receive RBCP messages.

**Recommended Action** Copy the message exactly as it appears on the 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** %RBCP-0-RBCP\_REGISTRATION\_FAILED: RBCP registration failed.Return Code=[dec].

**Explanation** RBCP registration 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** %RBCP-0-TASK\_CREAT\_FAILED: Failed to create RBCP receive task.

**Explanation** The system has failed to create an RBCP receive 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/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** %RBCP-3-PDU\_TRANSMIT\_FAILED: Failed to transmit the RBCP register.Return code=[dec].

**Explanation** The system has failed to transmit the RBCP register.

**Recommended Action** Copy the message exactly as it appears on the 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** %RBCP-3-RBCP\_TX\_FAILED: Failed to generate a RBCP platform response.Return code=[dec].

**Explanation** The system has failed to generate an RBCP platform response.

**Recommended Action** Copy the message exactly as it appears on the 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.





# CHAPTER 19

## RF RFID RRM and SIM System Messages

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This chapter contains the following topics:

- [RF Messages, page 19-1](#)
- [RFID Messages, page 19-2](#)
- [RMGR Messages, page 19-6](#)
- [RRM Messages, page 19-10](#)
- [SIM Messages, page 19-15](#)

### RF Messages

This section contains radio frequency identification (RFID) messages.

**Error Message** %RF-3-NOTIF\_TID: Notification timer extended for the wrong client, cur-client=[dec], req-client=[dec]

**Explanation** The current RF client has attempted to extend the RF notification timer using a client ID other than its own. This is an internal software error. The message text on the console or in the system log contains the error details, such as the current client ID number and the requested client ID number.

**Recommended Action** Copy the message exactly as it appears on the 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** %RF-3-NOTIF\_TMO: Notification timer Expired for RF Client:  
[chars]([dec])

**Explanation** The client has indicated it has work to do to RF by returning RF\_OK as part of the progression, but it did not complete the work corresponding to the RF within the notification 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/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** %RF-5-RF\_TERMINAL\_STATE: Terminal state reached for ([chars])

**Explanation** RF has reached a terminal state for the operating mode.

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

## RFID Messages

This section contains radio frequency identification (RFID) messages.

**Error Message** %RFID-3-BAD\_RSSI\_EXPIRY: Illegal rfid expiry value [int]-- defaulting.

**Explanation** Illegal RFID expiry 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/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** %RFID-3-BAD\_RSSI\_HALFLIFE: Illegal rfid rssi half life value [int]-- defaulting.

**Explanation** Illegal RFID RSSI half life 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/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** %RFID-3-BAD\_TIMEOUT: Illegal rfid timeout value [int]-- defaulting.

**Explanation** Illegal RFID timeout 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/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** %RFID-3-BLUESOFT\_FAIL: Unable to register for bluesoft tag data - error [dec]

**Explanation** The system is unable to register for the bluesoft tag data.

**Recommended Action** Copy the message exactly as it appears on the 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** %RFID-3-CISCO\_FAIL: Unable to register for Cisco tag data - error [dec]

**Explanation** The system is unable to register for the Cisco tag data.

**Recommended Action** Copy the message exactly as it appears on the 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** %RFID-3-CONFIG\_WRITE\_FAIL: Unable to write rfid configuration file.

**Explanation** The system is unable to write the RFID 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/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** %RFID-3-CREATE\_DB\_FAIL: Unable to create rfid database

**Explanation** The system is unable to create the RFID 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** %RFID-3-CREATE\_Q\_FAIL: Unable to create rfid interface

**Explanation** The system is unable to create the RFID internal queue 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** %RFID-3-DEL\_FAIL: Error! Can not delete entry from rfid Table

**Explanation** The system cannot delete an entry from the RFID table.

**Recommended Action** Copy the message exactly as it appears on the 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** %RFID-3-DUP\_ENTRY: Duplicate entry found on rfid tree.

**Explanation** A duplicate entry has been found on the RFID 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** %RFID-3-NO\_CFG\_FILE: Error retrieving file [chars].

**Explanation** An error has occurred when retrieving the 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** %RFID-3-NO\_LOAD\_CFG: Unable to load rfid configuration

**Explanation** The system is unable to load the RFID 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/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** %RFID-3-NOTIFICATION\_TIMER\_NOT\_CREATED: [chars] Could not create Rfid-Loep Notification timer...

**Explanation** The system could not create the RFID-LOCP Notification 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/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** %RFID-3-TCB\_FAIL: rfid rx task did not receive a task control block  
--exiting

**Explanation** The RFID rx task did not receive a task control block. The system is 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/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** %RFID-3-TIMER\_FAIL: unable to create rfid task timer

**Explanation** The system is unable to create the RFID task 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/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.

## RMGR Messages

This section contains the RMGR messages.

**Error Message** %RMGR-0-CRITICAL\_OP\_FAILED: [chars] critical operation failed. System will be rebooted

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %RMGR-0-ERROR\_TASK\_EXITED: [chars] task did not receive a task control block --exiting

**Explanation** An internal system error has occurred.

**Recommended Action** The RMGR services failed to start correctly. Copy the message exactly as it appears on the 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** %RMGR-0-ERROR\_TEST: [chars] \$\$\$\$\$\$\$\$ See if we can see this--exiting

**Explanation** An internal system error has occurred.

**Recommended Action** This is a UT test. Copy the message exactly as it appears on the 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** %RMGR-0-RSRC\_CREATION\_FAILED: [chars] critical resource could not be created. System will be rebooted

**Explanation** An internal system error has occurred.

**Recommended Action** The RMGR critical resource creation failed. 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/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** %RMGR-3-INVALID\_PING\_RESPONSE: Ping response from [int].[int].[int].[int] is invalid. [chars].

**Explanation** The ping response is invalid.

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

**Error Message** %RMGR-3-PING\_OPER\_FAILED: Unable to start ICMP ping to host [chars].  
[chars]

**Explanation** The system is unable to start an ICMP ping to the host.

**Recommended Action** Copy the message exactly as it appears on the 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** %RMGR-3-RED\_API\_RET\_ERROR: The API [chars] returns error in [chars]

**Explanation** The API returns the specified error.

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

**Error Message** %RMGR-3-RED\_BAD\_FUNC\_ARGS: [chars]: The function argument(s) is bad

**Explanation** The function argument is bad.

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

**Error Message** %RMGR-3-RED\_BAD\_PARAMS: [chars]: The parameter(s) is bad or not initialized yet

**Explanation** The parameter is bad or is not initialized yet.

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

**Error Message** %RMGR-3-RED\_FSM\_UNUSUAL\_CONDITION: [chars]: [chars]

**Explanation** The FSM has an important unusual condition (may not be an error).

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

**Error Message** %RMGR-3-RED\_HEALTH\_RPT: [chars]: The bitmap [hex] reported from [chars]

**Explanation** This is a health state report.

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

**Error Message** %RMGR-3-RED\_HEARTBEAT\_TMOUT: [chars]: Recved GW ping count [dec] phyMgr ping count [dec].

**Explanation** The redundancy heartbeat is a timeout.

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

**Error Message** %RMGR-3-RED\_INCONSISTENT\_VALUES: [chars]: The value [hex] and [hex] are not consistent

**Explanation** The values are not consistent.

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

**Error Message** %RMGR-3-RED\_ROLE\_NOTIF\_TMOUT: [chars]: [chars]

**Explanation** The role notification is timing out without getting an ACK.

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

**Error Message** %RMGR-3-RED\_SM\_EXECUTION\_ERROR: The state machine state [dec] event [dec]

**Explanation** This is a state machine error execution.

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

**Error Message** %RMGR-3-RED\_SWITCH\_CASE\_NOT\_HANDLED: [chars]: The switch case [hex] not handled

**Explanation** The switch case is not handled.

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

**Error Message** %RMGR-3-SOCK\_OPER\_FAILED: The [chars] operation has failed on the socket descriptor [chars]. Errorcode:[dec]

**Explanation** An operation has failed on a socket 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/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** %RMGR-6-RED\_MOD\_NAME: The configured redundancy mode is [chars]

**Explanation** The configured redundancy mode can be read OK.

**Recommended Action** No action is required.

**Error Message** %RMGR-6-RED\_SM\_EXECUTION: The state machine state [chars] event [chars]

**Explanation** This is a state machine normal execution.

**Recommended Action** No action is required.

## RRM Messages

This section contains Radio Resource Management (RRM) messages.

**Error Message** %RRM-0-FAILEDTIMERCREATE: RRM failed to create timer

**Explanation** The system failed to create a 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/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** %RRM-3-AP\_DB\_ERR1: Unable to find AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] entry in the database, could not process [chars]

**Explanation** The operation being performed for the AP failed because the internal entry for the AP was not found. It is possible that the AP has been removed from the controller.

**Recommended Action** Use the **show ap summary** command to determine if the AP is still joined to the controller. If it is not, the message may be ignored. If it is still joined, restart the AP to ensure that it has the latest configuration and contact technical assistance if the problem recurs.

**Error Message** %RRM-3-AP\_DB\_ERR2: Invalid slot number [dec] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] could not process [chars]

**Explanation** The AP has included the wrong slot number.

**Recommended Action** Copy the message exactly as it appears on the 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** %RRM-3-FAILEDCOVERAGEPROFILE: [chars]: Coverage profile violation on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** A coverage profile violation has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %RRM-3-FAILEDINTPROFILE: [chars]: Interference profile violation on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** An interference profile violation has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %RRM-3-FAILEDLOADPROFILE: [chars]: Load profile violation on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** A load profile violation has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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.



<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** %RRM-3-REACHEDMAXCLIENTS: Reached max Rm clients.  
dropping[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has reached the maximum number of RM clients.

**Recommended Action** Copy the message exactly as it appears on the 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** %RRM-3-RRM\_LOGMSG: RRM LOG: [chars]

**Explanation** RRM LOG.

**Recommended Action** Copy the message exactly as it appears on the 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** %RRM-6-GETRFDOMAINNAME: [chars]: Read RF domain name as [chars]

**Explanation** The system is reading the RF domain name.

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

**Error Message** %RRM-6-PASSEDCOVERAGEPROFILE: [chars]: Coverage profile recovery on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** A coverage profile is in recovery.

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

**Error Message** %RRM-6-PASSEDINTPROFILE: [chars]: Interference profile recovery on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** An interference profile is in recovery.

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

**Error Message** %RRM-6-PASSEDLOADPROFILE: [chars]: Load profile recovery on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** A load profile is in recovery.

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

**Error Message** %RRM-6-PASSEDNOISEPROFILE: [chars]: Noise profile recovery on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** A noise profile is in recovery.

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

**Error Message** %RRM-6-SETCHANNEL: set channel on cell [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec] to [dec] to reduce co-channel interference from [dec] to [dec]

**Explanation** The system has set the channel to reduce cochannel interference.

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

**Error Message** %RRM-6-SETRFDOMAINNAME: [chars]: Change RF domain name to [chars]

**Explanation** The system has set the RF domain name.

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

**Error Message** %RRM-6-SETTXPOWER: [chars]: Set transmit power on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec] to [int]

**Explanation** The system has set the transmit power.

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

**Error Message** %RRM-6-UPDATECHANNEL: [chars]: Set channel on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec] to [dec] by configuration change

**Explanation** A channel configuration change has occurred.

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

**Error Message** %RRM-6-UPDATETXPOWER: [chars]: Set transmit power on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec] to [int]

**Explanation** A transmit power configuration change has occurred.

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

## SIM Messages

This section contains subscriber identity module (SIM) messages.

**Error Message** %SIM-7-ADDR\_CHANGE\_DTL: Address changed to dtl successfully. [int].[int].[int].[int] ==> [int].[int].[int].[int] (rc [dec])

**Explanation** The address has changed to DTL successfully.

**Recommended Action** No action is required.

**Error Message** %SIM-3-ADDR\_INFO\_FAIL: Unable to retrieve client Ip info. Ip Addr: [int].[int].[int].[int]

**Explanation** The system is unable to retrieve the client IP 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** %SIM-4-ADD\_VLAN\_NPU\_FAIL: Failed to add/remove/update vlan information into NPU.vlan [int], intf [int]

**Explanation** The system has failed to add/remove/update VLAN information into the NPU.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-APMGR\_CONF\_FAIL: Failed to configure AP-Manager. Cannot configure AP-Manager When LinkAggregation is enabled

**Explanation** The system has failed to configure the AP Manager. It cannot configure the AP Manager when Link Aggregation is enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-APPLY\_CONFIG\_FAIL: Unable to apply SIM Configuration data

**Explanation** The system is unable to apply the SIM configuration data.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-ARP\_SND\_FAIL: Unable to send ARP Request. Local MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. Ip Addr: [int].[int].[int].[int] Interface # [dec]. Vlan Id: [dec]

**Explanation** The system is unable to send an 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/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** %SIM-3-CREATE\_AP\_INTERFACE\_FAIL: Unable to create AP manager interface

**Explanation** The system is unable to create an AP manager 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** %SIM-3-CREATE\_INTF\_FAIL: Unable to create the [chars] interface

**Explanation** The system is unable to create 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** %SIM-0-CREATE\_TASK\_FAIL: Failed to Create Transfer Task. The cli, web or snmp may not be initialized

**Explanation** The system has failed to create a transfer task. The CLI, web, or SNMP may not be 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** %SIM-3-CREATE\_VLAN\_FAIL: Unable to create VLAN Interface [chars]

**Explanation** The system is unable to create a VLAN 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** SIM-0-DEFAULT\_BAUD\_RATE: Unable to read baudrate from configuration file..Setting to default:9600 baud.

**Explanation** The system is unable to read the baud rate from the configuration file. The system is resetting to the default of 9600 baud.

**Recommended Action** No action is required.

**Error Message** %SIM-3-DEL\_INTF\_APGROUPMAP\_FAIL: AP Group vlan is mapped to this Interface.

**Explanation** An AP group VLAN is mapped to this 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** %SIM-3-DEL\_INTF\_FAIL: Unable to delete interface [chars] form AVL Tree. Internal System Error

**Explanation** The system is unable to delete an interface from 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/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** %SIM-3-DEL\_INTF\_WLANMAP\_FAIL: A Wireless LAN is assigned to this Interface.

**Explanation** A wireless LAN is assigned to this 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** %SIM-3-DHCP\_CONF\_FAIL: Unable to set service port protocol.DHCP server failed to be configured

**Explanation** The system is unable to set the service port protocol. The DHCP server has failed to be 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/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** %SIM-3-DS\_CONF\_FAIL: Failed to configure the Distribution system Interface.Old Port: [dec]. New Port: [dec]

**Explanation** The system has failed to configure the distribution system 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** %SIM-3-DS\_DEL\_FAIL: Failed to delete the distribution system interface [chars]. Port # [dec]

**Explanation** The system has failed to delete a distribution system 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** %SIM-3-ENTRY\_CREATE\_FAIL: Failed to create a Qos profile. Profile Name: [chars]

**Explanation** The system has failed to create a QoS profile.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-FILE\_OPEN\_FAIL: Unable to open file <[chars]>: [dec]:[chars].

**Explanation** The system is unable to open a 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** %SIM-3-FILE\_READ\_FAIL: Failed to read config file [chars].

**Explanation** The system has failed to read 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/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** %SIM-3-FILE\_WRITE\_FAIL: Failed to Write to config file [chars].

**Explanation** The system has failed to write 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/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** %SIM-3-FLASH\_READ\_FAIL: Error loading '[chars]' file from flash

**Explanation** An error occurred when loading the file from the 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/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** %SIM-7-GUEST\_VLAN\_ENABLE\_FAIL: Guest VLAN enable failed since either IP or DHCP configuration could not be cleared for interface [chars].

**Explanation** The enabling of the guest VLAN functionality failed because either the IP or the DHCP configuration could not be cleared for the interface.

**Recommended Action** No action is required.

**Error Message** %SIM-3-INTF\_DTL\_FAIL: Failed to set the Interface in the device transformation layer.Interface Name: [chars]Failed to resolve Gateway MAC

**Explanation** The system has failed to set the interface in the device transformation layer. It failed to resolve the Gateway MAC.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-6-INTF\_FIND\_FAIL: Could not find interface [chars].

**Explanation** The system could not find 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** %SIM-3-INTFGET\_GIG\_ETH\_FAIL: Failed to get the Interface number of the Gigabit Ethernet Port

**Explanation** The system has failed to get the interface number of the Gigabit Ethernet port.

**Recommended Action** No action is required.

**Error Message** %SIM-6-INTF\_IN\_USE: WLANs enabled for the interface. Disable all WLANs to configure port. Interface Name:[chars]

**Explanation** WLANs have been enabled for the interface.

**Recommended Action** Disable all WLANs to configure port.

**Error Message** %SIM-3-INTF\_PORTSET\_FAIL: Failed to set the port number to [dec] for the interface name '[chars]'

**Explanation** The system has failed to set the port number for the 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** %SIM-3-INVALID\_BAUD\_RATE: Invalid baudrate [dec].Setting to default:9600 baud.

**Explanation** The system has detected an invalid baud rate. Possible values are 1200, 2400, 4800, 9600, 19200, 38400, 57600, and 115200. The system is setting to the default value of 9600 baud.

**Recommended Action** No action is required.

**Error Message** %SIM-3-INVALID\_INTF: Cannot set the specified interface number

**Explanation** The system cannot set the specified interface number.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-INVALID\_PORT: Using invalid port number. Port out of range. Port # [int]

**Explanation** The system is using an invalid port number. The port is out of range.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-INVALID\_PORT\_NUM: Invalid Port # [dec]

**Explanation** The system has detected an invalid port number.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-INVALID\_VLANID: Using invalid VLAN ID. Vlan Id out of range. Vlan # [int]

**Explanation** The system is using an invalid VLAN ID. The VLAN ID is out of range.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-6-LAG\_ALREADY\_CONF: Link Aggregation is already set to the same Configuration.

**Explanation** LAG is already set to the same configuration.

**Recommended Action** No action is required.

**Error Message** %SIM-3-LAG\_DSBL\_PORT\_ENBL: LAG disabled but Primary Port enabled

**Explanation** LAG has been disabled but the primary port has been enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-LAG\_ENBL\_PORT\_DSBL: LAG enabled but Primary Port disabled

**Explanation** LAG has been enabled but the primary port has been disabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-LAG\_INIT\_FAIL: Failed to initialize link aggregation. Error Code:[int]

**Explanation** The system has failed to initialize link aggregation.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-7-LAG\_INTF\_CREATED: LAG Interface (port [int]) created...

**Explanation** A LAG interface has been created.

**Recommended Action** No action is required.

**Error Message** %SIM-6-LAG\_INTF\_DEL: Link Aggregation Enabled.Dynamic Interface '[chars]' deleted

**Explanation** LAG has been enabled. All dynamic interfaces have been deleted.

**Recommended Action** No action is required.

**Error Message** %SIM-3-LAG\_INTF\_DEL\_FAIL: Failed to delete interface '[chars]'

**Explanation** The system has failed to delete a dynamic interface while enabling LAG.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-LAG\_INTF\_TO\_PORT\_MAP: Failed to map LAG interfaces to LAG ports. Error Code [int]

**Explanation** The system has failed to map LAG interfaces to LAG ports. LAG has malfunctioned.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-4-LAG\_IN\_TRANSITION: LAG in transition. switch reboot DUE..!!!

**Explanation** LAG is in transition. A switch reboot is due.

**Recommended Action** No action is required.

**Error Message** %SIM-3-LAG\_PORTADD\_FAIL: Failed to add port for LAG. Error code [int]. Port # [int]

**Explanation** The system has failed to add a physical port to LAG.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-LAG\_PORT\_CHANGE\_FAIL: Failed to change the Link Aggregation port status. Port # [dec]

**Explanation** The system has failed to change the LAG port status.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-6-LAG\_WLAN\_DISABLED: Link Aggregation Enabled. WLAN [int] disabled and set to interface [chars]

**Explanation** LAG has been enabled. The WLAN has been disabled and remapped.

**Recommended Action** No action is required.

**Error Message** %SIM-3-LVL7\_TO\_BAUD\_FAIL: Invalid baud value [dec], returning baudrate of 9600.

**Explanation** An invalid baud value has returned a baud rate of 9600.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-MACADDR\_GET\_FAIL: Interface [dec] source MAC address is not found.

**Explanation** An interface source MAC address has not been found.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-MACADDR\_READ\_FAIL: Failed to retrieve MAC Address from registry

**Explanation** The system has failed to retrieve a MAC 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/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** %SIM-3-MAXLEN\_DESC\_FAIL: Failed to read/write the profile description. Profile Too Big. Profile Name:[chars]

**Explanation** The system has failed to read/write the profile description. The profile is too big.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-MEM\_ALLOC\_FAIL: Interface File migration failed - OUT OF MEMORY!!!.

**Explanation** An interface file migration 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** %SIM-3-MIG\_OLD\_CFG: Interface File migration failed - OUT OF DATED CFG !!!.

**Explanation** An interface file migration 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** %SIM-3-MLTP\_UNTG\_INTF: Multiple untagged interfaces on same port not allowed

**Explanation** Multiple untagged interfaces on the same port are not allowed.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-NPU\_IPADD\_FAIL: Failed to add the Ip Address of a client in the NPU. IP: [int].[int].[int].[int].MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has failed to add the IP address of a client in the NPU.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-4-NPU\_IPDEL\_FAIL: Failed to delete the Ip Address of a client from the NPU. IP: [int].[int].[int].[int]MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has failed to delete the IP address of a client from the NPU.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-7-PHASE2\_LAG\_INIT: Phase2 of LAG Initialization...

**Explanation** Phase 2 of LAG initialization has begun.

**Recommended Action** No action is required.

**Error Message** %SIM-7-PHASE2\_LAG\_INIT\_DONE: Phase2 of LAG Initialization...done.

**Explanation** Phase 2 of LAG initialization is completed.

**Recommended Action** No action is required.

**Error Message** %SIM-7-PORT\_CHANGED: interface '[chars]' port changed to 1

**Explanation** The interface port has changed to 1.

**Recommended Action** No action is required.

**Error Message** %SIM-7-PORT\_DEL\_START: Starting Port delete from NPU. vlan=[dec],  
intf ID=[dec]

**Explanation** The system is starting a port delete from the NPU.

**Recommended Action** No action is required.

**Error Message** %SIM-3-PORT\_DOWN: Physical port [dec] is down!.

**Explanation** A physical port is down.

**Recommended Action** No action is required.

**Error Message** %SIM-6-PORT\_FAIL: Port [[dec]] Out of Range for LAG. Valid Range is  
[dec] - [dec]

**Explanation** The requested port is out of range for LAG.

**Recommended Action** No action is required.

**Error Message** %SIM-3-PORT\_GETSTATE\_FAIL: Unable to get link state for port [dec] of interface[chars].

**Explanation** The system is unable to get the link state for a 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/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** %SIM-7-PORT\_NPU\_ADD\_START: Starting Port Add To NPU. vlan=[dec], port=[dec], portBitMap=[hex]

**Explanation** The system is starting a port add to NPU.

**Recommended Action** No action is required.

**Error Message** %SIM-3-PORT\_UP: Physical port [dec] is up!.

**Explanation** The physical port is up.

**Recommended Action** No action is required.

**Error Message** %SIM-7-PORT\_UPDATE\_START: Vlan Port Update Start. oldPort:[dec] newPort:[dec] oldVlan:[dec] newVlan:[dec] vlanName:[chars]

**Explanation** A VLAN port update has started.

**Recommended Action** No action is required.

**Error Message** %SIM-7-PORT\_ZERO: Using invalid port number. Port out of range. Port # [int]

**Explanation** The system is using an invalid port number. The port is out of range.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_ACIMAP\_FAIL: Unable to set [chars] Adjacent Channel Interference (ACI) map

**Explanation** The system is unable to set the profile Adjacent Channel Interference (ACI) map.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_ACM\_DOT1A\_FAIL: Unable to set [chars] Admission Control (ACM)

**Explanation** The system is unable to set Admission Control (ACM).

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_ACM\_DOT1BG\_FAIL: Unable to set [chars] Admission Control (ACM)

**Explanation** The system is unable to set Admission Control (ACM).

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_AIFS\_FAIL: Unable to set [chars] Arbitration Interframe Space (AIFS)

**Explanation** The system is unable to set the Arbitration Interframe Space (AIFS).

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_AVGBW\_FAIL: Unable to set [chars] Profile Real-Time and Data Bandwidth Contract (Average)

**Explanation** The system is unable to set the profile real-time and data bandwidth contract (average).

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_BURSTBW\_FAIL: Unable to set [chars] Real-Time or Data Bandwidth Contract (Burst)

**Explanation** The system is unable to set the real-time or data bandwidth contract (burst).

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_CREATE\_PROFILE: Unable to create [chars] QoS Profile

**Explanation** The system is unable to create a QoS profile.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_CWMAX\_FAIL: Unable to set [chars] Maximum Contention Window (CwMax)

**Explanation** The system is unable to set the Maximum Contention Window (CwMax).

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_CWMIN\_FAIL: Unable to set [chars] Minimum Contention Window (CwMin)

**Explanation** The system is unable to set the Minimum Contention Window (CwMin).

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_DOT1P\_FAIL: Unable to set [chars] 802.1P Tag

**Explanation** The system is unable to set a 802.1P tag.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_DSCP\_FAIL: Unable to set [chars] Differentiated Service Code Point (DSCP)

**Explanation** The system is unable to set a Differentiated Service Code Point (DSCP).

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_INIT\_FAIL: Error! Couldn't load qos configuration at initialization

**Explanation** The system could not load the QoS configuration at 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/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** %SIM-6-QOS\_NAME\_INVALID: Qos Profile Name Invalid. Profile Name Too Long or No Profile Name Given

**Explanation** The QoS profile name is invalid. The profile name is too long or no profile name is given.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QOS\_PROFILE\_DESC\_SET: Unable to set [chars] QOS Profile Description

**Explanation** The system is unable to set a QoS profile description.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_QUEUE\_DEPTH\_FAIL: Unable to set [chars] Queue Depth

**Explanation** The system is unable to set the queue depth.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_RF\_USAGE\_FAIL: Unable to set [chars] RF Usage

**Explanation** The system is unable to set RF usage.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-6-QOS\_SAME\_PROFILE: QoS Profile Name [chars] already set. Cannot apply the same profile.

**Explanation** A QoS profile has already been set. The system cannot apply the same profile.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QOS\_TXOP\_FAIL: Unable to set [chars] Transmission Opportunity (Txop)

**Explanation** The system is unable to set the Transmission Opportunity (Txop).

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QOS\_WIRED\_PROTOCOL\_FAIL: Unable to set [chars] Wired Protocol

**Explanation** The system is unable to set the Wired protocol.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-QVLAN\_CREATE\_FAILED: Attempt to create a new quarantine VLAN [chars] failed.

**Explanation** When a quarantine VLAN is assigned to an interface, the system internally creates an interface .sys.quarantine-<port.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_DEL\_FAILED: Attempt to delete existing quarantine VLAN [chars] failed.

**Explanation** When the quarantine VLAN is changed on an interface, the system attempts to delete the old quarantine VLAN. This delete operation has failed.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_EXISTS: Attempt to assigned quarantine VLAN [int] to interface [chars] failed. VLAN [int] already exists as interface [chars].

**Explanation** The quarantine VLAN must not be assigned to any other port/VLAN combination.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_FIND2\_FAILED: Unable to find quarantine vlan [int] in the interface db.

**Explanation** When a quarantine VLAN is assigned to an interface, the system internally creates an interface .sys.quarantine-<port.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_FIND\_FAILED: Unable to find quarantine interface [chars] in the interface db.

**Explanation** When a quarantine VLAN is assigned to an interface, the system internally creates an interface.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_PORT\_SET\_FAILED: Attempt to set port number [int] for the quarantine VLAN [chars] failed.

**Explanation** When a quarantine VLAN is assigned to an interface, the system internally creates an interface .sys.quarantine-<port.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_RECURSIVE: Quarantine VLAN cannot be configured on quarantine interface [chars].

**Explanation** This interface was automatically created by the system. Only a limited configuration is supported on this interface.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_STATUS\_DOWN: Quarantine VLAN for interface [chars] cannot be set because the interface is not fully configured.

**Explanation** Before the quarantine VLAN is configured on an interface, that interface must have its port and address information fully configured.

**Recommended Action** No action is required.

**Error Message** %SIM-3-ROUTE\_ADD\_FAIL: Failed to apply route configuration data;Route add failed.IP Address: [int].[int].[int].[int]

**Explanation** The system has failed to apply route configuration data.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-ROUTE\_DEL\_FAIL: Could not delete the route for the network [int].[int].[int].[int]

**Explanation** The system could not delete the route for a network.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-SET\_APMGR\_ADDR\_FAIL: Unable to set AP manager address.  
Subnet:[int].[int].[int].[int] Gateway:[int].[int].[int].[int]

**Explanation** The system is unable to set the AP manager 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/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** %SIM-3-SET\_APMGR\_PORT\_FAIL: Unable to set AP Manager interface port.  
Port # [dec]

**Explanation** The system is unable to set the AP manager interface 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/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** %SIM-3-SET\_INTF\_ADDR\_FAIL: Unable to set service port interface address. Ip Address: [int].[int].[int].[int].Gateway: [int].[int].[int].[int]

**Explanation** The system is unable to set the service port 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/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** SIM-0-SET\_INTF\_AP\_MGR\_FAIL: Unable to set ap manager flag on the %s interface.

**Explanation** The system is unable to set the AP manager flag on an interface.

**Error Message** %SIM-6-SET\_P2P\_BLOCK: Peer-to-Peer blocking check in forwarding path transitioned from [chars] to [chars].

**Explanation** A peer to peer blocking check was enabled/disabled.

**Recommended Action** No action is required.

**Error Message** %SIM-3-SET\_VAP\_INTF\_FAIL: Unable to configure a Virtual Access Point Interface. Vap Id: [int]

**Explanation** The system is unable to configure a virtual access point (VAP) 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** %SIM-3-SET\_VLAN\_ADDR\_FAIL: Unable to set VLAN Interface Address. Ip Addr:[int].[int].[int].[int]. Gateway:[int].[int].[int].[int]

**Explanation** The system is unable to set the VLAN 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/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** %SIM-7-START\_CREATE\_INTF: Started create interface. interfaceName:[chars], vlanId:[dec]

**Explanation** The system has started to create an interface.

**Recommended Action** No action is required.

**Error Message** %SIM-7-START\_DEL\_INTF: Started delete interface.  
InterfaceName:[chars]

**Explanation** The system has started to delete an interface.

**Recommended Action** No action is required.

**Error Message** %SIM-7-STARTED\_PORT\_VLAN\_SET: Started port and vlan set. interface '[chars]' priPort = [dec] backupPort = [dec]

**Explanation** The system has started to set a port and VLAN.

**Recommended Action** No action is required.

**Error Message** %SIM-7-STARTED\_VLAN\_SET: Started vlan set. intf name=[chars], vlanId:[dec], immediately:[dec]

**Explanation** The system has started to set the VLAN.

**Recommended Action** No action is required.

**Error Message** %SIM-7-START\_INTF\_PORT\_SET: Starting interface port set. interface '[chars]' priPort = [dec]

**Explanation** The system has started to set the interface port.

**Recommended Action** No action is required.

**Error Message** %SIM-4-STP\_DISABLE\_FAIL: Failed to disable the STP sub-system for the switch.

**Explanation** The system has failed to disable the STP subsystem for 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/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** %SIM-3-STP\_PORT\_MODE\_FAIL: Failed to set the port mode to off for STP.

**Explanation** The system has failed to set the port to off for STP.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-0-TIMER\_CREATE\_FAIL: Failed to create down timer for port [int]

**Explanation** The system has failed to create a software 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/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** %SIM-0-TIMER\_START\_FAIL: Failed to start a software timer.

**Explanation** The system has failed to start a software 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/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** %SIM-3-VLAN\_ENTRY\_FAIL: Failed to create VLAN interface [chars]

**Explanation** The system has failed to create a VLAN 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** %SIM-3-VLANID\_NOT\_CONF: A valid VLAN ID has to be configured first before the port set. Interface Name: [chars]

**Explanation** A valid VLAN ID has to be configured first before the port can be set.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-VLAN\_INIT\_FAIL: Error! Couldn't load interface configuration at initialization

**Explanation** The system could not load the interface configuration at 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/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** %SIM-3-VLAN\_INTFID\_FAIL: Failed to assign Interface ID to Vlan - interface type: [dec].

**Explanation** The system has failed to assign an interface ID to 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/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** %SIM-3-VLAN\_SAME\_INTERFACE: Vlan Interface name [chars] already set. Cannot create the same interface

**Explanation** A VLAN Interface has already been set. The system cannot create the same interface.

**Recommended Action** No action is required.

**Error Message** %SIM-3-VLAN\_SAME\_TAG: Interfaces configured with same Vlan Tag, but on different port - Not SupportedPort # [dec], Primary Port # [dec], Vlan Id [dec]

**Explanation** Interfaces are configured with the same VLAN tag, but are on different ports.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-VLAN\_UPDATE\_FAIL: Failed to update the vlan port settings.Port # [int], vlan Id [int]

**Explanation** The system has failed to update the VLAN port settings.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-WLAN\_DISABLE\_FAIL: Failed to disable WLAN [int]

**Explanation** The system has failed to disable a 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/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.





# CHAPTER 20

## SNMP SNMPUTIL and Sntp System Messages

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This chapter contains the following topics:

- [SNMP Messages, page 20-1](#)
- [SNMPUTIL Messages, page 20-5](#)
- [Sntp Messages, page 20-5](#)
- [Socket Messages, page 20-9](#)

### SNMP Messages

This section contains Simple Network Management Protocol (SNMP) messages.

**Error Message** %SNMP-0-SOCKET\_OPER\_FAILED: [chars] operation failed on a socket descriptor.

**Explanation** A socket failure has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNMP-3-AVL\_CREATE\_FAILED: initialiseDSForEventLogInSnmplib : Failed to create avl tree

**Explanation** The system has failed to create the AVL tree for the event log.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNMP-3-INIT\_FAILED: Failure occurred during initialization. [chars].  
Action: [chars].

**Explanation** One or more failures have occurred during SNMP agent initialization.

**Recommended Action** No action is required.

**Error Message** %SNMP-3-INVALID\_TX\_INTF: Invalid transmit interface.  
snmpdTI([dec],[dec],[dec],[dec],[dec]) !=  
snmpdTI\_local([dec],[dec],[dec],[dec],[dec]).

**Explanation** The interface used for transmitting an SNMP response is 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/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** %SNMP-3-MSGTAG001: Timer could not be started

**Explanation** The timer could not be started.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNMP-3-MSGTAG002: initialisedSForEventLogInSnmp : Failed to create avl tree

**Explanation** The system has failed to create 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/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** %SNMP-3-MSGTAG003: initialiseDSForEventLogInSnmplib : Failed to initialise timer

**Explanation** The system has failed to initialize 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/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** %SNMP-3-MSGTAG005: Failed to get varbind for [chars], failed to send [chars] trap.

**Recommended Action** The system has failed to get varbind for [chars], and failed to send a [chars] trap.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNMP-3-MSGTAG006: Failed to send [chars] trap.

**Explanation** The system has failed to send a [chars] trap.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNMP-3-MSGTAG007: Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], failed to send [chars] trap.

**Explanation** The system has failed to get [chars] for the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], and failed to send a [chars] trap.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNMP-3-PDU\_PARSE\_FAILED: Failed to parse an incoming SNMP PDU. [chars].

**Explanation** The system has detected an error when parsing an incoming SNMP PDU.

**Recommended Action** No action is required.

**Error Message** %SNMP-4-MSGTAG004: Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], for [chars] trap.

**Explanation** The system has failed to get [chars] for the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], and for [chars] the trap.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNMP-4-MSGTAG008: Failed to get [chars] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], API return code: [dec].

**Explanation** The system has failed to get [chars] for the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], and an API return code: [dec].

**Recommended Action** Copy the message exactly as it appears on the 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.

## SNMPUTIL Messages

This section contains Simple Network Management Protocol utility (SNMPUTIL) messages.

**Error Message** %SNMPUTIL-3-CONF\_NOT\_FOUND: Error retrieving the configuration file [chars].

**Explanation** An error has occurred when retrieving the SNMP configuration from 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/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.

## SNTP Messages

This section contains Simple Network Time Protocol (SNTP) messages.

**Error Message** %SNTP-3-FATAL\_ERROR\_OCCURED: Fatal error: [chars].

**Explanation** A fatal error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNTP-3-FILE\_WRITE\_FAILED: Failed to write the file [chars] into NV Memory.

**Explanation** The system has failed to write the file into the NV 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/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** %SNTP-3-LOAD\_CONFIG\_FAILED: Unable to load SNTP configuration

**Explanation** The system is unable to load the SNTP 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/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** %SNTP-3-MSG\_TYPE\_UNKNOWN: The message type received ([dec]) is unknown.

**Explanation** The message type received 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/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** %SNTP-3-PKT\_LEN\_INVALID: The NTP packet received on the socket [dec] has invalid length [dec].

**Explanation** The NTP packet received on a socket has an invalid 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/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** %SNTP-3-SOCK\_OPT\_FAILED: Failed to set the socket option [chars] on the socket.

**Explanation** The system has failed to set the socket 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/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** %SNTP-3-SWITCH\_PORT\_WRONG: The NTP packet received from wrong switchport, [dec].Dropping

**Explanation** The NTP packet has been received from the wrong switchport.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNTP-4-ANOMALOUS\_ERROR: Anomalously high error [float] > [float], but < [float].

**Explanation** An anomalously high error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNTP-4-HIGH\_ERROR: Excessively high error [float] > [float] > [float].

**Explanation** An excessively high error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNTP-4-PKT\_REJECTED: [chars].NTP packet rejected on socket [dec].

**Explanation** An NTP packet has been rejected 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** %SNTP-4-RESET\_ERROR: [chars]

**Explanation** The system is resetting due to an 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/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** %SNTP-6-HOST\_RESOLV\_FAILED: Failed to resolve the hostname:[chars].

**Explanation** The system has failed to resolve the hostname.

**Recommended Action** No action is required.

**Error Message** %SNTP-7-NO\_ACCEPTABLE\_PKTS: No acceptable packets received.

**Explanation** No acceptable packets have been received.

**Recommended Action** Copy the message exactly as it appears on the 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** %SNTP-7-RECV\_TIME\_OUT: Failed to receive data on the socket after [dec] seconds.

**Explanation** The system has failed to receive data 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/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** %SNTP-7-SELECT\_FAILED: The select system call failed. Error code: [dec]

**Explanation** The select system call 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** %SNTP-7-SET\_HW\_TIME: Setting hardware time to [dec] [dec] [dec] [dec]:[dec]:[dec]

**Explanation** The system is setting the hardware time.

**Recommended Action** No action is required.

**Error Message** %SNTP-7-TOO\_MANY\_BAD\_PKTS: Too many bad or lost packets.

**Explanation** The system has detected too many bad or lost packets.

**Recommended Action** Copy the message exactly as it appears on the 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.

## Socket Messages

This section contains the socket messages.

**Error Message** %SOCKET\_TASK-1-SOCK\_OPER\_FAILED: Socket [chars] operation failed on [int]

**Explanation** An internal error has 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/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** %SOCKET\_TASK-3-DATA\_TOO\_SHORT: Received only [int] bytes on protocol socket [int]

**Explanation** An internal error has caused a truncated packet to be received on this 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** %SOCKET\_TASK-3-INVALID\_ENCAPHDR: Invalid encapsulation header

**Explanation** An internal error has caused invalid data to be passed in the encapsulation header from the data path.

**Recommended Action** Copy the message exactly as it appears on the 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** %SOCKET\_TASK-6-DATA\_PROCESSING\_FAILED: Failed to process [int] bytes on protocol socket [int]

**Explanation** An error has occurred and the packet handling code cannot process a received frame.

**Recommended Action** Copy the message exactly as it appears on the 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** %SOCKET\_TASK-6-STARTING: Starting socket task for protocol [int] (callback [address])

**Explanation** The system is starting the socket task for a particular protocol.

**Recommended Action** Copy the message exactly as it appears on the 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.





## SSHPM SYSNET and SYSTEM Messages

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This chapter contains the following topics:

- [SSHPM Messages, page 21-1](#)
- [SYSNET Messages, page 21-62](#)
- [SYSTEM Messages, page 21-65](#)

### SSHPM Messages

This section contains Secure Shell Protocol Manager (SSHPM) messages.

**Error Message** %SSHPM-6-ADD\_CERT\_INFO: Adding certificate [chars] added to policy manager

**Explanation** The system is adding a certificate to the policy manager.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-ADD\_VER\_CERT\_FAILED: Error encountered while adding verification certificate [chars]

**Explanation** An internal error has occurred. An error occurred when adding a verification certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-4-AES\_AP\_ONLY: Cisco APs will not be able to join this controller

**Explanation** This system does not contain Cisco certificates for Cisco APs to join.

**Recommended Action** No action is required.

**Error Message** %SSHPM-4-ALREADY\_INIT: [chars] already initialized

**Explanation** An internal error has occurred A function has been called with invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-AP\_CERT\_DECODE\_FAILED: Decoded AP certificate has invalid names

**Explanation** An internal error has occurred. The AP certificate has invalid names.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-4-AP\_CERT\_EXPIRED: AP certificate time [chars] - [chars] is not valid.

**Explanation** The AP certificate is not valid because the current time falls outside the certificate's validity interval. The controller time may not be set correctly.

**Recommended Action** Ensure that the controller time is correct.

**Error Message** %SSHPM-3-APGW\_CREATION\_FAILED: Unable to create [chars] application gateway config

**Explanation** An internal error has prevented an application gateway configuration from being created.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-AUTH\_GRP\_ADD\_FAILED: Error adding constraint to xauth authorization group

**Explanation** An internal error has occurred. The system has failed to add the xauth constraint to the authorization group.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-AUTH\_GRP\_CREATION\_FAILED: Error creating xauth authorization group

**Explanation** An internal error has occurred. The system has failed to create xauth in the authorization group.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-BAD\_CERTLEN: Error reading system certificates - certificate is too large

**Explanation** An internal error has occurred. Insufficient memory has been allocated to hold the certificate. The certificate may be 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** %SSHPM-3-BAD\_CERT\_MAGIC1: Certificate store Magic1 missing

**Explanation** An internal error has occurred. The certificate store may be 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** %SSHPM-3-BAD\_CERT\_MAGIC2: Certificate store Magic2 missing

**Explanation** An internal error has occurred. The certificate store may be 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** %SSHPM-3-BAD\_CERT\_SUBJECT: Failed to extract Mac Address from AP certificate

**Explanation** An internal error has occurred. The system cannot extract the MAC address from the AP certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-BAD\_CERT\_TYPE: Unrecognized system certificate type [dec]

**Explanation** The system has failed to add a certificate into the certificate table because the certificate type 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/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** %SSHPM-3-BAD\_COMMIT\_CB: SSHPM Policy commit callback with NULL context pointer

**Explanation** An invalid parameter was received from the policy manager callback function.

**Recommended Action** No action is required.

**Error Message** %SSHPM-2-BAD\_DEVICE\_ID\_CERT: Failed to retrieve MAC address from bsnOldDefaultIdCert certificate

**Explanation** An internal error has occurred. The verification failed for bsnOldDefaultIdCert.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-BAD\_NUM\_CERT: Invalid number of certificates found

**Explanation** An internal error has occurred. The certificate store may be 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** %SSHPM-4-BAD\_TFTP\_IP: Invalid TFTP IP address [chars]

**Explanation** The system has detected an invalid TFTP IP address string.

**Recommended Action** Check your configuration and try again.

**Error Message** %SSHPM-6-BLD\_CERT\_DELETED\_INFO: Corrected credential index (build CA deleted)

**Explanation** A build CA certificate has been deleted from the credential index.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-BAD\_CERT\_NAME: Failed to extract Cert Name from Subject

**Explanation** An internal error has occurred. The system cannot extract the certificate name from the subject.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-CA\_SERVER\_INFO: CA-Server for [chars] not configured on system

**Explanation** A CA-server for multiple certificate applications has not been configured.

**Recommended Action** No action is required.

**Error Message** %SSHPM-6-LSC\_CERT\_INFO: LSC certificate [chars] not present in system

**Explanation** LSC certificates either are not present in the system or have not been loaded.

**Recommended Action** No action is required.

**Error Message** %SSHPM-6-LSC\_PROV\_FAIL: LSC AP Provisioning failed AP MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] Reason: [chars].

**Explanation** The LSC AP provisioning 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** %SSHPM-6-LSC\_PROV\_FAIL\_NO\_CACERT: LSC AP Provisioning failed AP MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] Reason: No LSC CA CERT.

**Explanation** The LSC AP provisioning has failed.

**Explanation** Ensure the LSC CA certificate is present on the controller.

**Error Message** %SSHPM-6-LSC\_PROV\_FAIL\_SYS\_BUSY: LSC AP Provisioning failed AP MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] Reason: System Busy.

**Explanation** The LSC AP provisioning request cannot be handled because the controller does not have the resources.

**Recommended Action** No action is required.

**Error Message** %SSHPM-6-LSC\_READ\_CERT: SSHPM-LSC: [chars]

**Explanation** The CA key has been read from the stored file.

**Recommended Action** No action is required.

**Error Message** %SSHPM-6-SERVICE\_DELETED: Deleting service [chars] on port [int]

**Explanation** This is a service deletion information message from the indicated service.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-CA\_CERT\_TABLE\_FULL: Unable to find empty slot in CA certificate table

**Explanation** An internal error has occurred. The CA certificate table is full and it might be 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** %SSHPM-3-CA\_CERT\_TABLE\_INVALID: Accessing CA certificate table before initialization

**Explanation** An internal error has occurred. An error has occurred while accessing the certificate table.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-0-CARD\_NOT\_FOUND: Slot [dec] requested but not present!

**Explanation** An internal error has occurred. The ESM card has not been found in the slot.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-6-CERT\_COMP\_MODE\_INFO: Certificate compatibility mode automatically set

**Explanation** The new certificate has not been installed. The certificate compatibility mode is enabled automatically.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-CERT\_CONFIG\_UPDATE\_FAILED: Error encountered while saving certificate configuration

**Explanation** An internal error has occurred. Writing into nonvolatile storage has failed. The storage may be 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** %SSHPM-3-CERT\_DIR\_TOO\_LONG: Certificate directory name too long; External Key providers registration failed

**Explanation** The external key providers registration has failed because the certificate directory name 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** %SSHPM-3-CERT\_LOAD\_FAILED: Failed to load [chars] certificate [chars] into certificate table

**Explanation** An internal error has occurred. The system has failed to load a certificate into the certificate table.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-0-CERT\_NOT\_FOUND: Error encountered while initializing policy manager. [chars] certificates not found

**Explanation** An internal error has occurred. The system is unable to load the indicated system certificate.

**Recommended Action** Contact your technical support representative

**Error Message** %SSHPM-3-CERT\_REALLOC\_FAILED: Memory re-allocation for certificate table failed while adding [chars]

**Explanation** An internal error has occurred. The system has failed to reallocate memory to the enlarged certificate table.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-CERT\_TABLE\_INVALID: Accessing certificate table before initialization

**Explanation** An internal error has occurred. An error has occurred while accessing the certificate table.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-CFG\_LOAD\_FAILED: Policy manager failed to load configuration

**Explanation** The SSHPM failed to start because the configuration file cannot be loaded.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-CM\_ALLOCATE\_FAILED: Failed to allocate certificate manager cache for [chars] certificate

**Explanation** An internal error has occurred while adding a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-CREDENTIAL\_FILE\_WRITE\_FAILED: Cannot write [chars] to file [chars]

**Explanation** An internal error has occurred while writing to a 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** %SSHPM-1-CREDENTIAL\_NOT\_UNIQUE: Credential name [chars] already exists

**Explanation** The certificate addition has failed because the certificate already 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/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** %SSHPM-3-CREDENTIAL\_STORE\_FULL: Certificate addition failed because credential store is full

**Explanation** An internal error has occurred while adding a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-DEALLOC\_ENTRY\_INVALID: Unable to deallocate an invalid policy manager [chars] list entry

**Explanation** An internal error has occurred while deleting an invalid entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-DEALLOC\_UNALLOC\_LIST\_ENTRY: Attempt to deallocate unallocated policy manager [chars] free list element

**Explanation** An internal error has occurred while deallocating an unallocated message free list 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/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** %SSHPM-3-DELETE\_ENTRY\_INVALID: Unable to delete an invalid policy manager [chars] list entry

**Explanation** An internal error has occurred while deleting an invalid entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-6-DELETE\_INVALID\_RULE: Unable to delete rule that has been marked with SSH\_IPSEC\_INVALID\_INDEX

**Explanation** The system received a request to delete a rule that has already been 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/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** %SSHPM-3-DELETE\_MANUF\_CERT: Cannot delete manufacturer certificate [chars]

**Explanation** An attempt was made to delete the manufacturer certificate.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-DELETE\_UNKNOWN\_CERT: Error encountered while deleting certificate [chars]. Certificate unknown

**Explanation** An internal error has occurred while deleting an unknown certificate.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-DERIVE\_PUB\_KEY\_FAILED: Cannot derive public key for [chars] SSL certificate

**Explanation** An internal error has occurred while deriving a public key for the SSL certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-ENTRY\_HASH\_NOT\_FOUND: Failed to find hash entry for rule [hex], raw index = [hex], index = [hex]

**Explanation** An internal error has occurred while finding a hash entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-FATAL\_CB: Policy manager callback: [chars]

**Explanation** A policy manager callback message was received.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-FOPEN\_FAILED: Error reading file [chars]

**Explanation** An internal error has occurred while opening a 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** %SSHPM-3-FREAD\_FAILED: Error reading file [chars]

**Explanation** An internal error has occurred while reading a 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** %SSHPM-3-FREAD\_FAILED2: Error reading [chars] file. ([dec] out of [dec] bytes read)

**Explanation** An internal error has occurred. The nonvolatile storage may be 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** %SSHPM-3-FREAD\_FAILED3: Error reading file. ([dec] out of [dec] bytes read)

**Explanation** An internal error has occurred. The nonvolatile storage may be 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** %SSHPM-3-FREAD\_KEY\_FAILED: Error reading [chars] Key. File system may be corrupted

**Explanation** The system has failed to read a key from the file system.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-1-FREE\_LIST\_ALLOCATED: Policy manager [chars] free list already allocated

**Explanation** An internal error has occurred while attempting to allocate a free list when it is already allocated.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-FREE\_LIST\_DEPLETED: Failed to allocate from policy manager [chars] free list. List has been depleted

**Explanation** An internal error has occurred. The policy manager free list is out of elements.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-FREE\_LIST\_INVALID: Policy manager [chars] free list is invalid

**Explanation** An internal error has occurred. The policy manager free list may be 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** %SSHPM-1-FREE\_LIST\_NOT\_ALLOCATED: Failed to allocate from policy manager [chars] free list. List has not been allocated yet

**Explanation** An internal error has occurred. The system attempted to access the policy manager list, but it has not been allocated yet.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-FSEEK\_FAILED: Error reading file [chars]

**Explanation** An internal error has occurred while reading a 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** %SSHPM-3-FS\_READ\_CERT\_FAILED: Error reading [chars] certificate [chars]. File system may be corrupted

**Explanation** An internal error has occurred while reading a certificate from the file system.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-FS\_READ\_CERT\_HEADER\_FAILED: Unable to read block [dec] certificate header [dec] from flash

**Explanation** An internal error has occurred while reading from flash. The nonvolatile storage may be 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** %SSHPM-3-FS\_READ\_KEY\_FAILED: Error reading key file [chars] - file system may be corrupted

**Explanation** The system has failed to read a key from the file system.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-FS\_WRITE\_FAILED: Error encountered while saving [chars]

**Explanation** An internal error has occurred while writing into the nonvolatile storage. The storage may be 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** %SSHPM-3-FTPDATA\_CONFIGURED: FTPDATA rule already configured

**Explanation** An internal error has occurred while attempting to enable FTPDATA when it was already enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-4-GET\_CERT\_IDX\_FAILED: Cannot find table index for certificate [chars]

**Explanation** An internal error has occurred while attempting to reference a certificate that 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/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** %SSHPM-3-GET\_LOCAL\_TIME\_FAILED: Cannot get system time for [chars] SSL certificate

**Explanation** An internal error has occurred while retrieving the system time for the SSL certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-HTTP\_ADD\_BLOCK\_FAILED: Failed to add block to HTTP redirect config

**Explanation** An internal error has occurred while configuring the HTTP redirect application gateway.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-HTTP\_ADD\_RULE\_FAILED: Failed to add http-redir application gateway rule

**Explanation** An internal error has occurred while configuring the HTTP redirect application gateway.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-HTTP\_CONFIGURED: HTTP rule already configured

**Explanation** An internal error has occurred while attempting to enable HTTP when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-HTTP\_MODE\_GET\_FAILED: Failed to retrieve Web management allowability information

**Explanation** An internal error has occurred while retrieving web management allowability 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** %SSHPM-3-HTTP\_REDIRECT\_BODY\_FAILED: Unable to create HTTP redirection page body.

**Explanation** An internal error has occurred while configuring the HTTP redirect application gateway.

**Recommended Action** Verify virtual interface configuration.

**Error Message** %SSHPM-3-HTTP\_REDIRECT\_CLAUSE\_ADD\_FAILED: Failed to add clause to HTTP redirect config

**Explanation** An internal error has occurred while configuring the HTTP redirect application gateway.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-HTTPS\_CONFIGURED: HTTPS rule already configured

**Explanation** An internal error has occurred while attempting to enable the HTTPS when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-HTTPS\_MODE\_GET\_FAILED: Failed to retrieve Secure web management allowability information

**Explanation** An internal error has occurred. The system is unable to retrieve secure web management allowability 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** %SSHPM-3-ID\_CERT\_TABLE\_FULL: Cannot find an empty row in ID certificate table - table may be corrupted

**Explanation** The system cannot find an empty row in the certificate table. The certificate table may be 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** %SSHPM-3-ID\_CERT\_TABLE\_INVALID: Accessing identity certificate table before initialization

**Explanation** An internal error has occurred while accessing the certificate table.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-IDX\_FILE\_CORRUPTED: Credential index file may be corrupted

**Explanation** An internal error has occurred while adding a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-IDX\_LST\_CREATION\_FAILED: Policy rule table cannot be created

**Explanation** An internal error has prevented SSHPM from initializing.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-IKE\_SA\_EXPORT\_FAILED: Cannot export IKE SA for peer [chars] (status: [dec])

**Explanation** An internal error has prevented IKE SA for the indicated peer from exporting.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-IMPORTED\_SESSION\_DELETE\_FAILED: Failed to delete imported SA for mobile [int].[int].[int].[int]

**Explanation** An internal error has occurred while deleting an imported SA for the mobile.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-IMPORT\_ID\_CERT\_FAILED: Unable to open certificate file to save the generated key

**Explanation** An internal error has occurred while opening a file to save the 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/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** %SSHPM-3-INVALID\_CID: Function was called with an invalid credential ID

**Explanation** An internal error has occurred. A function call has an invalid parameter.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-INVALID\_IP: Function called with invalid IP address range. src: [hex]:[hex] dst: [hex]:[hex].

**Explanation** An internal error has occurred. A function was called with invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-INVALID\_IPSEC\_PSK: Invalid PSK - not applying IPSEC rule for peer [chars]

**Explanation** The configuration has been aborted because the PSK is invalid.

**Recommended Action** Verify that the PSK is entered correctly.

**Error Message** %SSHPM-3-INVALID\_L2TP\_INFO: Invalid L2TP PPP signal received for [chars]

**Explanation** An unexpected L2TP PPP signal was received.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-INVALID\_NUM\_ELEM\_FOR\_LIST: Invalid element count requested for [chars] free list

**Explanation** An internal error has occurred. A function has been called with an invalid parameter.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-INVALID\_PEER\_IP: An attempt to register peer failed because peer address [chars] is not valid

**Explanation** An internal error has occurred. A function has been called with an invalid parameter.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-INVALID\_PROTO: Function called with invalid protocol [dec]

**Explanation** An internal error has occurred. A function has been called with invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-INVALID\_REQ\_ID: An attempt to register peer [chars] failed because function was called with an invalid requester ID [dec]

**Explanation** An internal error has occurred. A function has been called with an invalid parameter.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-INVALID\_TFTP\_SERVER\_IP: Invalid TFTP server address [chars]

**Explanation** The TFTP configuration was aborted because the TFTP server address is invalid.

**Recommended Action** Check the configuration to ensure the TFTP server IP address is entered correctly.

**Error Message** %SSHPM-3-INVALID\_UDP\_PORT: Cannot add UDP broadcast rule with both source and destination port set to zero

**Explanation** An error occurred when configuring the UDP broadcast rule. Both the source and destination port cannot be zero.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-IN\_WCP\_CONFIGURED: Inbound WCP rule already configured

**Explanation** An internal error has occurred while attempting to enable the WCP when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-1-IP\_PARSE\_FAILED: Failed to parse IP address [chars] for http redirect

**Explanation** The system has failed to configure the HTTP redirect application gateway.

**Recommended Action** Verify the configuration to ensure the IP address is entered correctly.

**Error Message** %SSHPM-3-IPV4\_PASS\_RULE\_CREATION\_FAILED: Failed to create IPv4-PASS rule for IP ranges src:[chars],[chars] dst:[chars],[chars]

**Explanation** An internal error has occurred while creating a pass rule.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-KEY\_BUF\_TOO\_SMALL: Private key buffer too small to hold private read file [chars]. ([dec] < [dec])

**Explanation** An internal error has occurred while reading a private 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/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** %SSHPM-3-KEYED\_PEM\_DECODE\_FAILED: Cannot PEM decode [chars]

**Explanation** The private key structure has failed to parse correctly.

**Recommended Action** Check your configuration and reinstall the certificate.

**Error Message** %SSHPM-3-KEY\_READ\_FAILED: Cannot read key file [chars]

**Explanation** An internal error has occurred while reading a private key 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** %SSHPM-3-KEY\_TYPE\_NOT\_SUPPORTED: Unsupported key format. Only RSA keys are supported

**Explanation** An error has occurred while handing an AP certificate because it does not use an RSA 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/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** %SSHPM-3-L2TP\_ADD\_FAILED: Error adding L2TP tunnel

**Explanation** An internal error has prevented an L2TP tunnel to be added.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-L2TP\_ADD\_SESSION\_FAILED: Unable to insert an L2TP session to SSHPM LNS table

**Explanation** The system cannot insert a session to the SSHPM LNS table due to 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/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** %SSHPM-3-L2TP\_LINK\_UPDATE\_FAILED: Cannot update PEM state for L2TP session [chars], reason [chars]

**Explanation** An internal error has occurred while updating the PEM state for an L2TP session.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-L2TP\_OPEN\_FAILED: L2TP Error. Session [chars] failed to open

**Explanation** An internal error has occurred. The L2TP session failed to open.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-L2TP\_PPP\_FAILURE: L2TP PPP failure for [chars], reason [chars]

**Explanation** An internal error has occurred to L2TP. The connection may go down.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-L2TP\_SESSION\_EXISTS: Session already exists in LNS table

**Explanation** Another session exists in the SSHPM LNS table.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-L2TP\_SESSION\_TERMINATED: L2TP session open terminated for [chars]

**Explanation** The L2TP session was terminated because a terminate signal was received.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-L2TP\_SESSION\_UPDATE\_FAILED: L2TP Error. Unable to update a foreign L2TP session

**Explanation** An internal error has occurred. The L2TP session table may be 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** %SSHPM-3-L2TP\_STALE\_SESSION: L2TP Error. Stale session information found

**Explanation** An internal error has occurred. The L2TP session table may be 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** %SSHPM-1-L2TP\_XAUTH\_NO\_SUPPORTED: L2TP with XAUTH is not allowed

**Explanation** L2TP cannot be configured because L2TP with XAUTH is not allowed.

**Recommended Action** Disable XAUTH in the configuration.

**Error Message** %SSHPM-3-LOCAL\_AUTH\_CREATION\_FAILED: Error creating local authentication structure

**Explanation** An internal error has prevented the creation of a local authentication data structure.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-LOCK\_CERT\_TABLE\_FAILED: Unable to lock CA certificate table

**Explanation** An internal error has occurred while verifying the firmware signature.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-MAC\_LOOKUP\_FAILED: Unable to find mac address [int].[int].[int].[int]

**Explanation** An internal error has occurred while looking up the MAC 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/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** %SSHPM-3-MALLOC\_FAILED: [chars]: unable to allocate memory

**Explanation** The system has failed to allocate memory. The system resource is low.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-MALLOC\_FOR\_CERT\_FAILED: Unable to allocate memory for [chars] certificate

**Explanation** The system has failed to allocate memory for a certificate. The system resource is low.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-MALLOC\_FOR\_KEY\_FAILED: Unable to allocate memory for [chars] key

**Explanation** The system has failed to allocate memory for a key. The system resource is low.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-6-MANUF\_CERT\_INFO: Found Manufacturing-installed device certificates

**Explanation** The system has found manufacturing-installed device certificates.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-MARSHAL\_CFG\_FAILED: Failed to marshal [chars] config

**Explanation** An internal error has occurred while configuring the application gateway.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-MD\_FAILED: Failed to create certificate directory

**Explanation** An internal error has occurred while creating a directory on nonvolatile 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/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** %SSHPM-3-MM\_POLICY\_ADDITION\_FAILED: Error setting up inter-switch IPsec policy

**Explanation** An internal error has occurred while adding to the inter-switch IPsec 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/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** %SSHPM-2-MNM\_ADD\_FAILED: Failed to add inter-switch IPsec policy

**Explanation** An internal error has occurred. The system is unable to add the inter-switch IPsec policy.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-MSG\_LST\_CREATION\_FAILED: Policy manager message queue create failed

**Explanation** SSHPM initialization failed because the message queue failed to create.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-MSG\_Q\_CREATION\_FAILED: Policy manager failed to allocate message queue

**Explanation** SSHPM failed to start because the message queue failed to create.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-MSG\_RX\_FAILED: Failed to receive message from [chars]

**Explanation** An internal error has occurred while reading from the message queue.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-MSG\_SEND\_FAILED: Unable to Queue Message

**Explanation** An internal error has occurred while sending a system 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/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** %SSHPM-3-MSGTAG829: ERROR: Could not add inbound TRACE ROUTE rule (ssh\_pm\_rule\_add failed).

**Explanation** The system could not add an inbound trace route rule (ssh\_pm\_rule\_add 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** %SSHPM-3-MSGTAG830: ERROR: Could not create inbound TRACE ROUTE rule (ssh\_pm\_rule\_create failed).

**Explanation** The system could not create an inbound trace route rule (ssh\_pm\_rule\_create 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** %SSHPM-2-NETIF\_CFG\_FAILED: Unable to create [chars] interface

**Explanation** An internal error has occurred while configuring the 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** %SSHPM-6-NO\_3RD\_PARTY\_CERT\_INFO: No 3rd party certificate configuration found

**Explanation** No third-party certificate configuration has been found.

**Recommended Action** No action is required.

**Error Message** %SSHPM-4-NO\_BUILD\_CERT\_INFO: Unable to locate firmware build certificate

**Explanation** A build certificate has not been found.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-NO\_FREE\_RULE\_IDX: Failed to set up [chars] service - rule table is full

**Explanation** Rules for the indicated service were not configured because of an internal error.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-NO\_KEY\_PASSWD: Cannot decrypt private key because password not specified

**Explanation** The system has failed to decrypt a private key.

**Recommended Action** Check your configuration and reinstall the certificate.

**Error Message** %SSHPM-3-NO\_LOCAL\_IKE\_SERVER: No IKE server found for local IP [chars]

**Explanation** An error has occurred while importing IKE SA because no IKE server can be found.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-NO\_PEER\_SSHPM: No SSHPM server found for peer [chars]

**Explanation** An error has occurred while importing IKE SA because no SSHPM server can be found for the indicated peer.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-NO\_ROOM\_FOR\_CERT: Insufficient memory allocated to hold [chars] certificate

**Explanation** An internal error has occurred while accessing a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-NO\_ROOM\_FOR\_CERT2: Insufficient memory allocated to hold [chars] certificate. ([dec] < [dec])

**Explanation** An internal error has occurred while accessing a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-4-NO\_RULE\_IDX: No matching rule index for rule [int]

**Explanation** An internal error has occurred while deleting a rule with the unknown indicated index.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-NOT\_INIT: [chars] not initialized

**Explanation** An internal error caused a function to fail.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-NO\_VIRT\_IP: Virtual interface address is not configured

**Explanation** An error has occurred while getting the virtual interface address.

**Recommended Action** Verify the virtual interface configuration.

**Error Message** %SSHPM-3-NPU\_NOT\_RESPONDING: Error: NPU did not respond within [dec] seconds - deleting [int].[int].[int].[int]

**Explanation** An internal error has occurred. The NPU has failed to respond.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-2-NPU\_VIRT\_IP\_SET\_FAILED: Failed to set virtual IP addr in NPU

**Explanation** An internal error has occurred while setting the virtual IP address in the NPU.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-NV\_GET\_FAILED: Error getting file [chars] from non-volatile storage

**Explanation** An internal error has prevented the indicated file from being read.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-OUT\_WCP\_CONFIGURED: Outbound WCP rule already configured

**Explanation** An internal error has occurred while attempting to enable WCP when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-PEM\_DECODE\_FAILED: Cannot PEM decode [chars] [chars]

**Explanation** A certificate addition has failed because it cannot be parsed correctly.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-PEM\_ENCODE\_FAILED: Cannot encode certificate [chars] in PEM format

**Explanation** An internal error has occurred while encoding a certificate to PEM format.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-PIPE\_CREATION\_FAILED: Policy manager failed to create pipe

**Explanation** SSHPM failed to start because a pipe failed to create.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-PKCS1\_DECODE\_PRIVATE\_KEY\_FAILED: Error importing private key for use by [chars] server - PKCS1 decode error

**Explanation** An internal error has occurred while reading a 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/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** %SSHPM-3-PKCS1\_DEC\_PRIV\_KEY\_FAILED2: Error importing private key. PKCS1 decode error

**Explanation** An internal error has occurred while reading a 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/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** %SSHPM-3-PKCS1\_ENCODE\_PRIVATE\_KEY\_FAILED: Error exporting private key for use by [chars] server - PKCS1 encode error

**Explanation** An internal error has occurred while adding a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-PKCS1\_ENCODE\_PRIV\_KEY\_FAILED2: Error exporting private key [chars] - PKCS1 encode error

**Explanation** An internal error has occurred while encoding a private 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/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** %SSHPM-3-PKEY\_DECODE\_FAILED: Cannot decrypt private key

**Explanation** The system has failed to decode a private key.

**Recommended Action** Check the configuration and reinstall the certificate.

**Error Message** %SSHPM-3-POLICY\_ALLOCATE\_FAILED: Failed to allocate policy rule

**Explanation** An internal error has occurred while allocating a policy entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-POLICY\_HASH\_ADD\_FAILED: Failed to add policy rule to hash table

**Explanation** An internal error has occurred while adding a policy rule to the hash table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.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** %SSHPM-2-POLICY\_INIT\_FAILED: Unable to complete policy initialization

**Explanation** An internal error has prevented the main policy manager from initializing the child manager.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-PRIVATE\_KEY\_GEN\_FAILED: Cannot generate private key for [chars] SSL certificate

**Explanation** An internal error has occurred while generating a private key for an SSL certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-PUB\_KEY\_EXTRACT\_FAILED: Failed to extract public key from AP certificate

**Explanation** An internal error has occurred. The system cannot extract a public key from the certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-PUB\_KEY\_MALLOC\_FAILED: Failed to allocate memory for public key hash

**Explanation** An internal error has occurred while allocating 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/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** %SSHPM-3-RADIUS\_CLT\_CREATION\_FAILED: Failed to create RADIUS client

**Explanation** An internal error has occurred while creating a RADIUS 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/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** %SSHPM-3-RADIUS\_SRV\_ADD\_FAILED: Error adding RADIUS server to policy manager

**Explanation** An internal error has occurred while adding the RADIUS server to a policy manager.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RADIUS\_SRV\_CREATION\_FAILED: Error creating RADIUS server info

**Explanation** An internal error has occurred while creating RADIUS server 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** %SSHPM-3-RADIUS\_SRV\_INFO\_ADD\_FAILED: Error adding RADIUS server info

**Explanation** An internal error has occurred while adding RADIUS server 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** %SSHPM-2-RAND\_INIT\_FAILED: Error encountered while initializing random number generator

**Explanation** An internal error has prevented SSHPM from initializing. Some operation may be affected.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RANDOM\_CID\_FAILED: Failed to construct CID for [chars]. Unable to get a random number

**Explanation** An internal error has occurred while adding a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RAND\_STIR\_ERR: An internal error has occurred in random stir routine

**Explanation** An internal error caused a cryptographic function to fail.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RAND\_XOR\_ERR: An internal error has occurred in xor-noise routine

**Explanation** An internal error caused a cryptographic function to fail.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-REGISTRY\_ADD\_FAILED: Cannot add registry entry for peer [chars]

**Explanation** An internal error has occurred while adding an entry for a peer.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-REGISTRY\_DELETE\_FAILED: Failed to delete registry entry for [chars] (status: [dec])

**Explanation** An internal error has occurred while deleting a registry entry.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-REGISTRY\_GET\_FAILED: Cannot get registry entry for peer [chars]

**Explanation** An internal error has occurred while retrieving a registry entry for a peer.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-REGISTRY\_MEM\_ALLOC\_FAILED: Unable to allocate memory for policy manager registry

**Explanation** The system has failed to allocate memory. The system resource is low.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-REQ\_SAVE\_FAILED: Unable to open certificate request file to save certificate request

**Explanation** An internal error has occurred while opening a file to save a certificate 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/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** %SSHPM-3-RM\_AGGR\_GRP\_FAILED: Failed to remove aggr-mode group

**Explanation** An internal error has occurred while removing the aggr-mode group.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RM\_AGGRPSK\_FAILED: Failed to remove aggressive mode PSK

**Explanation** An internal error has occurred while removing an aggressive mode PSK.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RM\_GRP\_FAILED: Failed to remove group. Handle is NULL

**Explanation** An internal error has occurred while removing an aggressive mode PSK group.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RULE\_ADDITION\_FAILED: Error adding [chars] rule to policy manager

**Explanation** An internal error has prevented the indicated policy rules from being added to the policy manager.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RULE\_ADDITION\_FAILED2: Error adding [chars] rule to policy manager for peer [int].[int].[int].[int]

**Explanation** An internal error has prevented the indicated policy rules from being added to the policy manager.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RULE\_CREATION\_FAILED: [chars] rule creation failed for peer [int].[int].[int].[int]

**Explanation** An internal error has prevented the indicated policy rules from being created.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RULE\_CREATION\_FAILED2: [chars] rule creation failed for peer [chars]

**Explanation** An internal error has prevented the indicated policy rules from being created.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-4-RULELIST\_EXISTS: [chars] rule already exists

**Explanation** An internal error has occurred. The policy manager rule already 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/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** %SSHPM-3-RULE\_MEM\_ALLOC\_FAILED: Unable to allocate memory for policy manager rule

**Explanation** The system has failed to allocate memory. The system resource is low.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RULE\_REG\_INIT\_FAILED: Error encountered while initializing policy manager registry

**Explanation** An internal error has prevented SSHPM from initializing.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-RULE\_SET\_IP\_FAILED: Error setting IP address [int].[int].[int].[int] for [chars] rule

**Explanation** An internal error has occurred. The system has failed to set the IP address for the policy manager rule.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-SA\_CTX\_LST\_CREATION\_FAILED: Policy manager security association context table cannot be created

**Explanation** An internal error has prevented SSHPM from initializing.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-2-SEMA\_CREATION\_FAILED: Cannot create semaphore [chars]

**Explanation** An internal error has occurred while creating a semaphore. The controller may have a stability problem.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-2-SEMA\_GIVE\_FAILED: Cannot give semaphore [chars]

**Explanation** A function failed to give a semaphore. The controller may have a stability problem.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-2-SEMA\_TAKE\_FAILED: Cannot take semaphore [chars]

**Explanation** A function failed to take a semaphore. The controller may have a stability problem.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-6-SERVICE\_CREATED: Creating service [chars] on port [int]

**Explanation** This is a service creation information message from the indicated service.

**Recommended Action** No action is required.

**Error Message** %SSHPM-2-SERVICE\_CREATION\_FAILED: Unable to create [chars] service

**Explanation** An internal error has prevented the indicated service from being created.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-4-SERVICE\_EXISTS: [chars] service already exists

**Explanation** A function is trying to create a service that already 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/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** %SSHPM-4-SERVICE\_NOT\_CREATED: Error initializing [chars] service because service not created yet

**Explanation** An internal error has occurred because the indicated service was not created.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-6-SET\_APPGW: Setting up application gateway [chars] on port [int]

**Explanation** This is an application gateway setup informational message.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-SET\_APPGW\_CFG\_FAILED: Failed to add [chars] application gateway redirect config

**Explanation** An internal error has occurred while configuring an application gateway.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-SET\_APPGW\_FAILED: Error encountered while setting up application gateway [chars]

**Explanation** An internal error has prevented an application gateway service from being set up.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-SET\_CERT\_FROM\_TIME\_FAILED: Failed to set certificate 'validity not before' string to '[chars]'

**Explanation** An internal error has occurred. The system has failed to set the certificate validity string.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-SET\_CERT\_UNTIL\_TIME\_FAILED: Failed to set certificate 'validity not after' string to '[chars]'

**Explanation** An internal error has occurred. The system has failed to set the certificate validity string.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-SKB\_GET\_INFO\_FAILED: Failed to extract information from key

**Explanation** An error has occurred while decoding a private 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/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** %SSHPM-3-SSC\_INVALID: Invalid self-signed Cisco AP certificate

**Explanation** An AP has presented an invalid self-signed Cisco AP certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-6-SSC\_NOT\_SUPPORTED\_INFO: Controller not configured to accept self-signed AP certificate

**Explanation** The controller is not configured to accept a self-signed AP certificate.

**Recommended Action** No action is required.

**Error Message** %SSHPM-4-SSH\_ALERT: [chars] [chars]

**Explanation** The indicated alert message has been received from the SSH library.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-SSH\_CONFIGURED: SSH rule already configured

**Explanation** An internal error has occurred while attempting to enable SSH when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-SSH\_EMERG: [chars] [chars]

**Explanation** The indicated emergency message has been received from the SSH library.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-SSH\_ERROR: [chars] [chars]

**Explanation** The indicated error message has been received from the SSH library.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-6-SSH\_LOG\_MSG: [chars] [chars]

**Explanation** The indicated informational message has been received from the SSH library.

**Recommended Action** No action is required.

**Error Message** %SSHPM-4-SSH\_WARNING: [chars] [chars]

**Explanation** The indicated warning message has been received from the SSH library.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-SSL\_CERT\_MALLOC\_FAILED: Cannot allocate memory for [chars] SSL certificate

**Explanation** An internal error has occurred while allocating memory for a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-SSL\_KEY\_MALLOC\_FAILED: Cannot allocate memory for [chars] SSL key

**Explanation** An internal error has occurred while allocating memory for a 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/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** %SSHPM-3-STAT\_CERT\_FAILED: Certificate file [chars] is missing

**Explanation** An internal error has occurred while reading a certificate 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** %SSHPM-3-STAT\_KEY\_FAILED: Private key file [chars] is missing

**Explanation** An internal error has occurred while reading a private key 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** %SSHPM-3-SYS\_TIME\_ERROR: Error getting system time for certificate validation

**Explanation** An internal error has occurred. The system cannot get the system time for a certificate validation.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-0-TASK\_CREATION\_FAILED: Failed to create policy manager [chars] task

**Explanation** An internal error has prevented SSHPM from initializing the indicated 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/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** %SSHPM-3-TASK\_PRI\_SET\_FAILED: Error encountered while increasing policy manager task priority

**Explanation** An internal error has prevented a task priority to be adjusted. Some operations may be affected.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-TELNET\_CONFIGURED: Telnet rule already configured

**Explanation** An internal error has occurred while attempting to enable Telnet access when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-TELNET\_MODE\_GET\_FAILED: Failed to retrieve telnet allowability information

**Explanation** An internal error has occurred while retrieving Telnet allowability 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** %SSHPM-3-TELNET\_OVER\_OOB\_CONFIGURED: Telnet over OOB rule already configured

**Explanation** An internal error has occurred while attempting to enable Telnet over an OOB port when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-TELNET\_OVER\_SERVICE\_PORT\_CONFIGURED: Telnet over service port rule already configured

**Explanation** An internal error has occurred while attempting to enable Telnet over a service port when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-TIMER\_CREATION\_FAILED: Failed to create [chars] timer

**Explanation** An internal error has occurred. A Timer creation has failed. The controller may have a stability problem.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-TUNNEL\_ADD\_PEER\_FAILED: Cannot add peer [chars] to tunnel

**Explanation** An internal error has prevented peer information from being added to the tunnel.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-TUNNEL\_CREATION\_FAILED: Error creating tunnel for [chars]

**Explanation** An internal error has occurred. The tunnel creation 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** %SSHPM-3-TUNNEL\_SET\_CERT\_FAILED: Failed to add CA certificate to tunnel for peer [chars]

**Explanation** An internal error has occurred. The system has failed to add a CA certificate to the tunnel.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-TUNNEL\_SET\_LOCAL\_IP\_FAILED: Error setting tunnel local IP for RADIUS server [chars]:[dec]

**Explanation** An internal error has occurred while setting a tunnel local IP for the RADIUS 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** %SSHPM-3-UNAUTHORIZED\_CERT\_SUBJECT: Unauthorized subject name found in AP certificate

**Explanation** The AP certificate contains an unauthorized subject name. There might be a security breach.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-UNKNOWN\_CA\_TYPE: Unrecognized system CA certificate type [dec]

**Explanation** The system has failed to add a CA certificate into a certificate table because the certificate type 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/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** %SSHPM-3-UNKNOWN\_CERT\_ISSUER: Invalid AP certificate. Issuer unknown

**Explanation** An AP certificate is invalid because the issuer 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/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** %SSHPM-1-UNKNOWN\_CREDENTIAL\_STATUS: Unrecognized credential status ([dec])

**Explanation** An internal error has occurred while attempting to save credential information with an unrecognized status.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-UNKNOWN\_CREDENTIAL\_TYPE: Unrecognized credential type ([dec])

**Explanation** An internal error has occurred. A function has been called with invalid parameters.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-UNKNOWN\_WLAN\_IP: WLAN IP address is not known - deferring WLAN policy initialization

**Explanation** The system is deferring the WLAN setup because the WLAN IP address is not known.

**Recommended Action** Verify the configuration to ensure that the IP address is entered correctly.

**Error Message** %SSHPM-4-UNLINK\_FAILED: Cannot delete file [chars]

**Explanation** An internal error has occurred. A file deletion 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** %SSHPM-3-UNSUPPORTED\_MSG\_TYPE: Unsupported policy manager message received (msg type = [dec])

**Explanation** An internal error has occurred. A message has been received with an unsupported 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/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** %SSHPM-2-VIRT\_IF\_CREATION\_FAILED: Unable to create virtual interface

**Explanation** An internal error has prevented a virtual interface from being created using a saved configuration.

**Recommended Action** Verify that the configuration is correct.

**Error Message** %SSHPM-3-VIRT\_IP\_SET\_FAILED: Unable to set virtual interface address

**Explanation** An internal error has prevented a virtual interface from being configured using a saved configuration.

**Recommended Action** Verify that the configuration is correct.

**Error Message** %SSHPM-3-VIRT\_NAME\_SET\_FAILED: Unable to set virtual interface name

**Explanation** An internal error has prevented a virtual interface from being configured using a saved configuration.

**Recommended Action** Verify that the configuration is correct.

**Error Message** %SSHPM-4-WARNING\_CB: Policy manager warning callback: [chars]

**Explanation** A policy manager warning callback message has been received.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-X509\_CERT\_ALLOCATE\_FAILED: Error allocating x509 structure for [chars]

**Explanation** An internal error has occurred while adding a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-X509\_CERT\_ALLOCATE\_FAILED2: Error allocating x509 structure

**Explanation** An internal error has occurred while adding a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-X509\_CERT\_DECODE\_FAILED: X509 decode failed for [chars]. code [dec]

**Explanation** An internal error has occurred while adding a certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-X509\_CERT\_ENCODE\_FAILED: X509 encode failed for [chars]

**Explanation** An internal error has occurred while encoding a certificate to X509.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-X509\_ENCODE\_KEY\_FAILED: Cannot export private key for file [chars]. Status [dec]

**Explanation** An internal error has occurred while exporting a private key to the correct format.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHPM-3-X509\_KEY\_DECODE\_FAILED: X509 private key decode failed for certificate [chars]

**Explanation** An internal error has occurred. A private key import 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.

## SYSNET Messages

This section contains sysnet subsystem (SYSNET) messages.

**Error Message** %SYSNET-4-ENCAPTYPE\_NOT\_PROCESSED: sysnet unable to process packet with encaps type [int]

**Explanation** The sysnet protocol demux was not able to handle a packet that it received from the forwarding code.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSNET-4-INV\_ENCAP\_TYPE: Unrecognized Encapsulation type [dec].

**Explanation** The system has detected an unrecognized encapsulation type. This issue could possibly be due to an incorrect 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/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** %SYSNET-4-INV\_EXIT\_PORT: Invalid exit port - could not resolve exit intfNum for vlanId [dec], intfNum [dec] Destination MAC [hex].[hex].[hex].[hex].[hex].[hex]

**Explanation** The system has detected an invalid exit port. The system could not resolve the 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/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** %SYSNET-3-INV\_IF: Circuit Error - vlan id & intIfNum = 0.

**Explanation** The system has detected a circuit error. Both the VLAN ID and intIfNum are 0.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSNET-3-INV\_NOTIFY\_TYPE: Unknown Entry Type [dec].

**Explanation** The system has detected an unknown entry 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/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** %SYSNET-3-INV\_REGISTRATION\_FN: Invalid Registration Function passed as an argument for PDU notifications.

**Explanation** An invalid registration function has passed as an argument.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSNET-3-MAC\_ADDR\_NOT\_FOUND: MAC address for the interface [dec] not found.

**Explanation** The MAC address for the specified interface on the controller has not been found.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSNET-3-MAX\_REGISTRATION: Maximum number of notification registrations exceeded. Allowed [dec], Current [dec]. Registration Failed for [dec].

**Explanation** Registration has failed because the maximum number of notification registrations has been reached.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSNET-3-MBUFF\_ALLOC\_FAIL: Out of System buffers.

**Explanation** The system is 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/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** %SYSNET-4-NOTIFY\_FN\_EXISTS: Registration for Type [chars] already exists.

**Explanation** A notification registry for the specified type already 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/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.

## SYSTEM Messages

This section contains system (SYSTEM) messages.

**Error Message** %SYSTEM-3-BULK\_STORAGE\_CONF: Failed to configure a bulk data storage media.

**Explanation** The system has failed to configure bulk data storage media.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-CFG\_ENC\_FAIL: Invalid configuration file encryption key/iv len ([int]/[int])

**Explanation** The system has detected an invalid configuration file encryption key/iv len.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-CONFIG\_ADD\_FAIL: Failed to add all the configuration files to a contiguous buffer. Internal system error

**Explanation** The system has failed to add all the configuration files to a contiguous 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/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** %SYSTEM-3-DEC\_UPDATE\_FAIL: Decrypt Update failed.rc = [dec]

**Explanation** The decrypt update 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** %SYSTEM-6-DFLT\_CONF\_BUILD: Creating default configuration for '[chars]'.

**Explanation** The system is creating a default configuration.

**Recommended Action** No action is required.

**Error Message** %SYSTEM-3-ENC\_GET\_FAIL: No encryption key configured

**Explanation** No encryption key has been 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/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** %SYSTEM-3-ENC\_UPDATE\_FAIL: Encrypt Update failed. rc =[dec]

**Explanation** The encrypt update 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** %SYSTEM-3-FILE\_NO\_SPACE: Not enough space left for file.Space left [int]. File size [int]. File name: [chars]

**Explanation** Not enough space is left for the 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** %SYSTEM-3-FILE\_OPEN\_FAIL: Failed to open file [chars]..

**Explanation** The system has failed to open a 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** %SYSTEM-3-FILE\_READ\_FAIL: Failed to read configuration file '[chars]'

**Explanation** The system has failed to read a 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/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** %SYSTEM-3-FILE\_READ\_NOCLOSE\_FAIL: Failed to read a file. The file may not be opened. File name: [chars]. rc = [dec]

**Explanation** The system has failed to read a file. The file may not be opened.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-FILE\_WRITE\_FAIL: Failed to write to a configuration file. File Name: [chars]

**Explanation** The system has failed to write to a 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/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** %SYSTEM-3-FLASH\_CHK\_FAIL: File '[chars]' read with invalid checksum ([hex]), should be ([hex]).Flash file system may be corrupt.

**Explanation** The flash file system may be corrupt.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-FLASH\_CRC\_FAIL: File read with invalid CRC ([hex]), should be ([hex])Flash file system may be corrupt

**Explanation** The file has been read with an invalid CRC. The flash file system may be corrupt.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-INVALID\_BUF\_LEN: Invalid buffer length [int]. Internal system error.

**Explanation** The system has detected an invalid buffer 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/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** %SYSTEM-6-INVALID\_CONF\_RMV: Removing invalid configuration file '[chars]'.

**Explanation** The system is removing an invalid configuration file.

**Recommended Action** No action is required.

**Error Message** %SYSTEM-3-INVALID\_CONF\_VER: Invalid configuration file version [int]

**Explanation** The system has detected an invalid configuration file version.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-INVALID\_FILE\_COUNT: Invalid file count [dec] or count exceeded maximum file entries allowed.

**Explanation** An invalid file count or a count that exceeded the maximum file entries has been allowed.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-INVALID\_HMAC: Failed to verify HMAC. Internal system error.

**Explanation** The system has failed to verify HMAC.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-INVALID\_MBUFF: Mbuf Index contains NULL tail = [address], head = [address], free = [dec]. Shared memory allocation error.

**Explanation** The system has detected a shared memory allocation 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/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** %SYSTEM-3-INV\_BYT\_CNT: Size check failed for a system buffer. Internal system error

**Explanation** A size check has failed for a system 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/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** %SYSTEM-3-INV\_CIPHER\_LEN: Invalid cipher text length [int] (should be [int]). Internal system error.

**Explanation** The system has detected an invalid cipher text 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/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** %SYSTEM-3-INV\_SW\_VER\_FORMAT: Invalid software version format.

**Explanation** The system has detected an invalid software version format. The format must be ver.release.maint.build.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-MBUF\_ALLOC\_FAIL: Cannot allocate new Mbuf. Internal system error.

**Explanation** The system cannot allocate a new Mbuf.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-6-MBUF\_ALREADY\_FREE: Mbuf already free. mbuf = [address], tail = [address], head = [address], i = [dec], free = [dec]

**Explanation** Mbuf is already free.

**Recommended Action** No action is required.

**Error Message** %SYSTEM-3-MBUFF\_ALL\_USED: No free Mbufs available. Shared memory allocation failed. Internal system error.

**Explanation** No free Mbufs are available. Shared memory allocation 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** %SYSTEM-3-MBUFF\_BUSY: Mbuf index contains Busy tail = [address], head = [address], mbuf = [address], free = [dec]. Shared memory resource busy. Internal system error.

**Explanation** The system is trying to allocate a Mbuf that is already in use. The system is not allocating a 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/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** %SYSTEM-3-MBUFF\_FATAL\_ERR: Shared memory resource corrupted. Internal system error. Mbuff free: [dec]. Max Mbuff: [dec].

**Explanation** The shared memory resource 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** %SYSTEM-3-MBUFF\_LOCK\_FAIL: Failed to lock on shared memory resource. Internal system error.

**Explanation** The system has failed to lock on a shared memory resource.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-MBUFF\_NULL\_CHK\_FAIL: Mbuf slot not NULL. Upper Limit = [hex], Lower Limit = [hex], mbuf = [address], tail = [address], head = [address], free = [dec]. Shared resource failure. Internal system error.

**Explanation** The system has detected a shared resource allocation 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/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** %SYSTEM-3-MBUF\_FREE\_TWICE: Mbuf freed twice, prev Line [dec], curr Line [dec]. Internal system error.

**Explanation** The Mbuf has been freed twice.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-MBUF\_RANGE\_FAIL: Out of range Mbuf. Upper Limit = [hex], Lower Limit = [hex], mbuf = [address]. Internal system error

**Explanation** The shared memory resource is out of range.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-6-MBUFS\_FREE: MbufsFree=[int], Active mbuf table, Dumping Mbuff Status

**Explanation** The system is dumping the Mbuf status.

**Recommended Action** No action is required.

**Error Message** %SYSTEM-3-MEM\_ALLOC\_FAIL: Failed to allocate memory.

**Explanation** The system has failed to allocate enough 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/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** %SYSTEM-3-MSG\_SND\_FAIL: Failed to send a message to the Print task. Unable to Print data.

**Explanation** The system has failed to send a message to the print task. The system is unable to print data.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-NO\_CIPHER: No cipher text

**Explanation** The system has detected no cipher text.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-NOTIFY\_SAVE\_FAIL: Failed to save data for a Non-volatile component. Registrar ID: [dec].

**Explanation** The system has failed to save data for a nonvolatile 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/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** %SYSTEM-3-PASSWD\_STORE\_ALREADY\_REG: Registrar ID [dec]. already registered.

**Explanation** The component could not be registered for password store transcoding.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-PASSWD\_STORE\_INTEGRITY\_FAILED: Cannot retrieve secret from store -- integrity check failed.

**Explanation** The system has failed an integrity check. The secret might have been compromised.

**Recommended Action** Reconfigure the secret for security reasons.

**Error Message** %SYSTEM-3-PASSWD\_STORE\_OUT\_BUF\_TOO\_SMALL: Output buffer too small to hold retrieved secret [int] bytes are required, but [int] provided.

**Explanation** There was an error retrieving the secret from the password store.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-PASSWD\_STORE\_REG\_FAILED: Invalide registrar ID [dec].

**Explanation** The component could not be registered for password store transcoding.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-PASSWD\_STORE\_STORAGE\_NOT\_INITIALIZED: Store failed because storage not initialized.

**Explanation** An error has occurred while performing the password store operation because the storage 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** %SYSTEM-3-PASSWD\_STORE\_STORAGE\_TYPE\_UNKNOWN: Unknown storage type [hex].

**Explanation** An error has occurred while performing the password store operation because the specified storage type 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/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** %SYSTEM-3-PASSWD\_STORE\_TRANSCODE\_FAILED: Error encountered while transcoding secret(s) in component ID [dec].

**Explanation** The secret in the specified component could not be transcoded.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-PRINT\_NOT\_READY: Print Task Not Ready. Unable to print data.

**Explanation** The print task is not ready. The system is unable to print data.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-0-QUEUE\_CREATE\_FAIL: Failed to create a queue. Queue Name: '[chars]'

**Explanation** The system has failed to create a queue.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-REGID\_FAIL: Registrar ID [dec] already in use. Possible memory corruption or trying to register the component twice

**Explanation** The Registrar ID is already in use. There is possible memory corruption or the system is trying to register the component twice.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-REG\_MAX\_FAIL: Maximum number of registrations exceeded. Registrar ID:[dec] could not be registered.

**Explanation** The maximum number of registrations has been exceeded. The component could not be registered for NVRAM 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/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** %SYSTEM-3-RESTORE\_DFL\_CONF\_FAIL: Unable to restore default configuration.Registrar ID [dec].

**Explanation** The system is unable to restore the default 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/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** %SYSTEM-3-SYSAPI\_ERR: System Error : [chars]

**Explanation** A system error occurred with the following string.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-6-SYSAPI\_INFO: System Info : [chars]

**Explanation** This is a system information message with the following string.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-VER\_LEN\_FAIL: Build version length verification failed.

**Explanation** The build version length verification 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** %SYSTEM-3-VOL\_SIZE\_FAIL: Failed to get size of volume. File: [chars]

**Explanation** The system has failed to get the size of the volume.

**Recommended Action** Copy the message exactly as it appears on the 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** %SYSTEM-3-VOL\_WRITE\_FAIL: Failed to write configuration file into flash. File Name: [chars].

**Explanation** The system has failed to write the configuration file into the 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/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** %SYSTEM-3-SYSAPI\_ERR: System Error : [chars]

**Explanation** A system error has occurred with the specified string.

**Recommended Action** Copy the message exactly as it appears on the 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.



## CHAPTER 22

# TFTP TOOL TRAPMGR and UPDATE System Messages

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This chapter contains the following topics:

- [TFTP Messages, page 22-1](#)
- [TOOL Messages, page 22-6](#)
- [TRAPMGR Messages, page 22-8](#)
- [UPDATE Messages, page 22-9](#)

## TFTP Messages

This section contains Trivial File Transfer Protocol (TFTP) messages.

**Error Message** %TFTP-3-FILE\_RCV\_FAIL: Error while receiving the file. File name: [chars]

**Explanation** An error has occurred while receiving the 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** %TFTP-3-FILE\_READ\_FAIL: Error while reading the local file. File Desc: [dec]

**Explanation** An error has occurred while reading the local 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** %TFTP-3-FILE\_SND\_FAIL: Error while sending the file. File name: [chars]

**Explanation** An error has occurred while sending the 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** %TFTP-4-FILE\_TOO\_BIG: FILE is too big. MAX allowed size for this file type is [dec]blocks ([dec] bytes).

**Explanation** The file is too big.

**Recommended Action** No action is required.

**Error Message** %TFTP-3-FILE\_WRITE\_FAIL: Error while writing [dec] bytes to file. Tftp error.

**Explanation** An error has occurred while writing to a 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** %TFTP-4-INV\_ACK\_NUM: Invalid Ack received. The Ack number doesn't match the request. Send block #[dec], got ACK for #[dec].

**Explanation** The system has detected an invalid ACK that is received. The ACK number does not match the 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/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** %TFTP-3-INV\_COMMAND: Invalid tftp command: '[chars]'.

**Explanation** The system has detected an invalid TFTP command.

**Recommended Action** Copy the message exactly as it appears on the 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** %TFTP-3-INV\_OPCODE: Invalid opcode being used by tftp server or data is corrupt. Opcode: [dec]

**Explanation** The invalid opcode being used by the TFTP server or the data is corrupt.

**Recommended Action** Copy the message exactly as it appears on the 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** %TFTP-3-INV\_STR\_TRM: Error while reading internal buffer!. Invalid string termination.

**Explanation** An error has occurred while reading the internal buffer. An invalid string termination has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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** %TFTP-4-INV\_TFTP\_MODE: Invalid tftp mode: '[chars]'. Possible modes are 'binary', 'octet' and 'ascii'

**Explanation** The system has detected an invalid TFTP mode. The possible modes are binary, octet, and ASCII.

**Recommended Action** No action is required.

**Error Message** %TFTP-4-RETRY SOCK\_RCV\_FAIL: Failed to receive a message through the tftp socket. Retrying to receive data..

**Explanation** The system has failed to receive a message through the TFTP socket. The system is retrying to receive data.

**Recommended Action** No action is required.

**Error Message** %TFTP-3-SOCKET\_BIND\_FAIL: Failed to bind the socket for tftp. Tftp initialization failed.

**Explanation** The system has failed to bind the socket for TFTP. TFTP initialization 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** %TFTP-3-SOCKET\_CREATE\_FAIL: Failed to create socket for tftp. Tftp initialization failed

**Explanation** The system has failed to create a socket for TFTP. TFTP initialization 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** %TFTP-3-SOCK\_OPT\_FAIL: Failed to configure the socket for tftp. Tftp initialization failed.

**Explanation** The system has failed to configure the socket for TFTP. TFTP initialization 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** %TFTP-3-SOCK\_RCV\_FAIL: Failed to receive a message through the tftp socket. Check network connection and route. Port: [int]

**Explanation** The system has failed to receive a message through the TFTP socket.

**Recommended Action** Check the network connection and route.

**Error Message** %TFTP-3-SOCK\_SND\_FAIL: Failed to send a message through the tftp socket. Tftp Failure. Dest Port: [int]

**Explanation** The system has failed to send a message through the TFTP 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** %TFTP-3-SOCK\_TIMEOUT: TFTP Timeout no reply from TFTP server. Check network connection and route to the server. Time out between each retry: [dec].

**Explanation** The TFTP timeout has no reply from the TFTP server.

**Recommended Action** Check the network connection and route to the server.

**Error Message** %TFTP-3-TFTP\_SVR\_ERR: TFTP Server Error: [dec]: "[chars]".

**Explanation** A TFTP server error has occurred.

**Recommended Action** Copy the message exactly as it appears on the 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.

## TOOL Messages

This section contains tool subsystem (TOOL) messages.

**Error Message** %TOOL-3-FILECORUPT: Footer offset ([dec]) past end of file ([dec] bytes) in file [chars]

**Explanation** The 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** %TOOL-3-FILEIMGSIGCORUPT: Error! Invalid image signature in file [chars]

**Explanation** The 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** %TOOL-3-FILEMAP: Error: Unable to map file [chars] :errcode [chars].

**Explanation** The system has failed to map a 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** %TOOL-3-FILEOPEN: Error opening filename <[chars]>: [chars].

**Explanation** The system has failed to open a 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** %TOOL-3-FILEREADINGPAST: Error! Reading past end of file [chars]! current = [dec] bytes, size= [dec] bytes.

**Explanation** The 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** %TOOL-3-FOOTERMISMATCH: Error! Footer mismatch from header! ([address] != [address]).

**Explanation** The TLV 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** %TOOL-3-INSTALLTLV: Error [dec] installing TLV.

**Explanation** An error occurred while installing a TLV.

**Recommended Action** Copy the message exactly as it appears on the 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** %TOOL-3-SIGLENCORRUP: Error! signature length is corrupted!.

**Explanation** The signature length 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** %TOOL-3-SIGTYPCORRUP: Error! Invalid signature type: [hex].

**Explanation** The signature type 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** %TOOL-3-TLVACTIONERR: Error: Invalid TLV action code [dec].

**Explanation** An improper action was passed upon to \n. The TLV is an invalid action code.

**Recommended Action** Copy the message exactly as it appears on the 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.

## TRAPMGR Messages

This section contains trap manager (TRAPMGR) messages.

**Error Message** %TRAPMGR-3-CFG\_FILE\_WRITE\_FAILED: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** An error has occurred while writing to the configuration file.

**Recommended Action** No action is required.

**Error Message** %TRAPMGR-3-DTL\_EVENT\_PORT\_ENTRY: Failed registration for DTL\_EVENT\_PORT\_BSR\_TRAP\_ENTRY.

**Explanation** The system has failed the registration for the DTL event port trap entry.

**Recommended Action** No action is required.

**Error Message** %TRAPMGR-3-DTL\_EVENT\_PORT\_EXIT: Failed registration for DTL\_EVENT\_PORT\_BSR\_TRAP\_EXIT.

**Explanation** The system has failed the registration for the DTL event port trap exit.

**Recommended Action** No action is required.

## UPDATE Messages

This section contains messages related to system updates (UPDATE).

**Error Message** %UPDATE-2-BINARY\_XML: [chars].

**Explanation** During a binary to XML configuration conversion, either a cfg or xml directory creation or temporary file creation 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** %UPDATE-3-CERT\_INST\_FAIL: Failed to install Webauth certificate. rc = [dec]

**Explanation** The system has failed to install a webauth certificate.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-CP\_CMD\_FAIL: Error while copying webauth files to internal filesystem.

**Explanation** An error has occurred while copying webauth files to the internal file system.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-EOF\_ERR: Error! Reading past end of file! current = [dec] bytes, size= [dec] bytes. File name: [chars]. Failed to install downloaded s/w.

**Explanation** The system is reading past the end of the file. The system has failed to install the downloaded software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.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** %UPDATE-3-FILE\_OPEN\_FAIL: Filed to open file [chars].

**Explanation** The system has failed to open a 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** %UPDATE-3-FILE\_READ\_FAIL: Error reading certificate file <[chars]>: [chars].

**Explanation** An error has occurred while reading a certificate 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** %UPDATE-3-FILE\_REN\_FAIL: Unable to Rename file [chars] to [chars]: [chars].

**Explanation** The system is unable to rename a 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** %UPDATE-3-FILE\_WRITE\_FAIL: Unable to write to <[chars]>: [chars].

**Explanation** The system is unable to write to a 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** %UPDATE-3-FOTER\_MISMACH: Error! Footer mismatch from header! ([address] != [address]). Failed to install downloaded s/w.

**Explanation** The footer and the header do not match. The system has failed to install the downloaded software.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-4-GET\_PRIORITY\_FAIL: Failed to get the priority of the process. Defaulting to 0.Process name: Execute Script

**Explanation** The system has failed to get the priority of the process. The system is defaulting to the 0.Process name: Execute Script.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-IMAGE\_CORRUPT: Invalid data length [hex]. Image file is corrupted!.

**Explanation** The system has detected an invalid data length. The image 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** %UPDATE-3-INCMLPT\_READ: Warning: Truncated read: Still [dec] bytes left to read.

**Explanation** A file read operation did not complete. The file may be corrupt.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-INCPLT\_WRITE: Warning: Truncated write. Error writing chunk size [dec], len left = [dec], total len = [dec].

**Explanation** The system has detected a truncated write. An error occurred while writing to the 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** %UPDATE-3-INIT\_TLV\_FAIL: Error [dec] installing Temporal Logic Verifier (TLV). Failed to install downloaded s/w.

**Explanation** The system has detected an error while installing the Temporal Logic Verifier (TLV). The system has failed to install the downloaded software.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-4-INV\_EXT: Warning: Unknown File Type, extension: [chars].

**Explanation** The system has detected an unknown file extension.

**Recommended Action** No action is required.

**Error Message** %UPDATE-3-INV\_FILE\_SIGN: Error! Invalid image signature!. Image may be corrupt.

**Explanation** The system has detected an invalid image signature. The image may be corrupt.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-INV\_FOOTER\_OFF: Footer offset ([dec]) past end of file ([dec] bytes). Sanity check failed on downloaded file.

**Explanation** The footer is offset past the end of the file. A sanity check failed on the downloaded 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** %UPDATE-3-INV\_SIGN: Invalid signature type: [hex]. Image file may be corrupted.

**Explanation** The system has detected an invalid signature type. The image file may be 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** %UPDATE-3-INV\_TLV: Unknown Temporal Logic Verifier (TLV) code [dec] - ignored.

**Explanation** The system has detected an unknown Temporal Logic Verifier (TLV) code and has ignored 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/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** %UPDATE-3-LICENSE\_LOAD\_FAIL: Failed to load license file [chars]. rc = [dec].

**Explanation** The system has failed to load the license 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** %UPDATE-3-MEM\_MAP\_FAIL: Unable to map to a shared file. File name: [chars]. [chars].

**Explanation** The system is unable to map to a shared 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** %UPDATE-3-RAMDISK\_5MB\_FAIL: Error while loading webauth bundle. Could not create ramdisk of 5 MB. File name: [chars]

**Explanation** An error has occurred while loading a webauth bundle. The system could not create a RAM disk of 5 MB.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-RATE\_DISABLE\_FAIL: Failed to disable rate limiter in the NPU

**Explanation** The system has failed to disable a rate limiter in the NPU.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-RATE\_ENABLE\_FAIL: Failed to enable rate limiter in the NPU

**Explanation** The system has failed to enable a rate limiter in the NPU.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-RULE\_DEL\_FAIL: Failed to delete tftp rule for pHost=[chars] pFilename=[chars] rc2 = [dec]

**Explanation** The system has failed to delete a TFTP rule.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-0-SEM\_CREATE\_FAIL: Couldn't create flash access semaphore. Internal system error.

**Explanation** The system could not create a flash access 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/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** %UPDATE-3-SEM\_GIVE\_FAIL: Failed to unlock the Tftp task. Tftp sub-system malfunctioning.

**Explanation** The system has failed to unlock the TFTP task. The TFTP subsystem is malfunctioning.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-SEM\_TAKE\_FAIL: Failed to lock on the Tftp task. Tftp sub-system malfunctioning.

**Explanation** The system has failed to lock on the TFTP task. The TFTP subsystem is malfunctioning.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-4-SET\_PRIORITY\_FAIL: Failed to set process priority. Process name: Execute script.

**Explanation** The system has failed to set the process priority. The process name is Execute script.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-0-TASK\_CREATE\_FAIL: Failed to create a task. Task Name: XFER\_BLINK

**Explanation** The system has failed to create a task. The task name is XFER\_BLINK.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-UNTAR\_CMD\_FAIL: Error during untar of webauth bundle. Tar returned [dec].

**Explanation** An error has occurred during an untar of the webauth bundle.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-3-MEM\_ALLOC\_FAIL: Could not allocate memory for filename. Bytes required [dec].

**Explanation** The system could not allocate memory for the FTP filename.

**Recommended Action** Copy the message exactly as it appears on the 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** %UPDATE-2-MOUNT\_FAILED: [chars][dec].

**Explanation** The system is unable to mount or unmount the AP image directory (/mnt/images).

**Recommended Action** Copy the message exactly as it appears on the 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.



# CHAPTER 23

## USMDB WCP WEB and WPS System Messages

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This chapter contains the following topics:

- [USMDB Messages, page 23-1](#)
- [WCP Messages, page 23-9](#)
- [WEB Messages, page 23-18](#)
- [WPS Messages, page 23-22](#)

### USMDB Messages

This section contains usmDb API (USMDB) messages.

**Error Message** %USMDB-3-MSGTAG001: usmDbAclSwapRuleIndex: The two indices, [dec], are the same.

**Explanation** The two indices are the same.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG002: usmDbAclSwapRuleIndex: ACL [chars] or rule [dec] does not exist.

**Explanation** The ACL or rule 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/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** %USMDB-3-MSGTAG003: usmDbAclSwapRuleIndex: ACL [chars] or rule [dec] does not exist.

**Explanation** The ACL or rule 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/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** %USMDB-3-MSGTAG004: invalid arg(s) passed to usmDbCertsWebadminNameGet

**Explanation** Invalid arguments are passed to usmDbCertsWebadminNameGet.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG005: invalid arg(s) passed to usmDbCertsWebauthNameGet

**Explanation** Invalid arguments are passed to usmDbCertsWebauthNameGet.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG006: Cannot add Mobility Member, duplicate IP, Saved Member: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]  
Member: [hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP: [dec].[dec].[dec].[dec]

**Explanation** The system cannot add Mobility Member, duplicate IP, Saved Member:[hex]:[hex]:[hex]:[hex]:[hex]:[hex] Member:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP: [dec].[dec].[dec].[dec]

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-6-MSGTAG007: Error on call to sysapiRegistryGet routine with keyUDI\_PID.

**Explanation** An error has occurred on a call to the sysapiRegistryGet routine with keyUDI\_PID.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-6-MSGTAG008: Error on call to sysapiRegistryGet routine with keyUDI\_VID.

**Explanation** An error has occurred on a call to the sysapiRegistryGet routine with keyUDI\_VID.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG009: Error on call to sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Explanation** An error has occurred on a call to the sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG010: Error on call to sysapiRegistryGet routine with keyPORT\_DATA\_STRUCT.

**Explanation** An error has occurred on a call to the sysapiRegistryGet routine with keyPORT\_DATA\_STRUCT.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG011: Error on call to sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Explanation** An error has occurred on a call to the sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG012: Error on call to sysapiRegistryGet routine with keyPORT\_DATA\_STRUCT.

**Explanation** An error has occurred on a call to the sysapiRegistryGet routine with keyPORT\_DATA\_STRUCT.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG013: Error on call to sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Explanation** An error has occurred on a call to the sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG014: Error on call to sysapiRegistryGet routine with keyPORT\_DATA\_STRUCT.

**Explanation** An error has occurred on a call to the sysapiRegistryGet routine with keyPORT\_DATA\_STRUCT.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG015: Error on call to sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Explanation** An error has occurred on a call to the sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG016: Failed to open [chars]

**Explanation** The system has failed to open [chars].

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG017: Couldn't create flash write semaphore.

**Explanation** The system could not create a flash write 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/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** %USMDB-6-MSGTAG018: Setting hardware time to [dec] [dec] [dec] [dec]:[dec]:[dec]

**Explanation** The system is setting the hardware time to [dec] [dec] [dec] [dec]:[dec]:[dec].

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG019: unable to work out gmtime.

**Explanation** The system is unable to work out gmtime.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-4-MSGTAG020: usmDbTimeGet:Buffer supplied too small [dec]<27 bytes

**Explanation** Buffer provided is less than the required 27 bytes.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-4-MSGTAG028: LAG in transition.switch reboot DUE..!!!

**Explanation** LAG is in transition. A switch reboot is due.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-3-MSGTAG029: License operation failed with rc : [chars]..!!!

**Explanation** A license operation 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** USMDB-0-MSGTAG030: Upgraded ER image required to show version. For information regarding Emergency image Version,Please refer Controller documents.

**Explanation** An upgraded ER image is required to see the version of the image. For information regarding the emergency image version, see the controller documentation.

**Recommended Action** Copy the message exactly as it appears on the 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** USMDB-0-MSGTAG031: %s: Null pointer passed in.

**Explanation** The null pointer has been passed to a function.

**Recommended Action** Copy the message exactly as it appears on the 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** USMDB-0-MSGTAG032: %s: Buffer for feature name is not big enough.

**Explanation** The buffer for the feature name is not big enough.

**Recommended Action** Copy the message exactly as it appears on the 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** USMDB-0-MSGTAG033: AP software being upgraded.

**Explanation** The access point software is being upgraded.

**Recommended Action** No action is required.

**Error Message** USMDB-0-MSGTAG034: usmDbMmMwarAdd: Mobility anchorMac: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]:IP: %d.%d.%d.%d lost while updating the group name.

**Explanation** Mobility anchorMac: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]:IP: %d.%d.%d.%d has been lost while updating the group 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.

## WCP Messages

This section contains Wireless Control Protocol (WCP) messages.

**Error Message** %WCP-3-BUFF\_ALLOC\_FAILED: Out of System buffers.

**Explanation** The system is 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/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** %WCP-3-BUFF\_INVALID: The message buffer received for processing is invalid.

**Explanation** The message buffer received for processing is 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/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** %WCP-3-BUFF\_LEN\_LOW: The length of the buffer [dec] bytes, is not enough to hold the data of size [dec] bytes.

**Explanation** The length of the buffer is not enough to hold the data.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-0-CREAT\_MUTEX\_FAILED: Failed to Create SNMP mutex for WCP task.

**Explanation** The system has failed to create an SNMP mutex for the WCP 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/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** %WCP-0-CREAT\_TASK\_FAILED: Failed to Create WCP Task.

**Explanation** The system has failed to create the WCP 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/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** %WCP-3-DISABLE\_VAP\_FAILED: Failed to disable the Wlans associated with the interface [chars].

**Explanation** The system has failed to disable the WLANs associated with the 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** %WCP-3-GET\_ADMINSTATE\_ERR: Failed to get the admin state for the interface [dec].

**Explanation** The system has failed to get the admin state for a specified 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** %WCP-3-GET\_GATEWAY\_FAILED: Failed to get the gateway for the interface [chars].

**Explanation** The system has failed to get the gateway 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** %WCP-3-GET\_IPADDR\_FAILED: Failed to get the IP address for the interface [chars].

**Explanation** The system has failed to get the IP address 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** %WCP-3-GET\_MASK\_FAILED: Failed to get the net mask for the interface [chars].

**Explanation** The system has failed to get the netmask 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** %WCP-3-GET\_VLAN\_FAILED: Failed to get the vlan id for the interface [chars].

**Explanation** The system has failed to get the VLAN ID 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** %WCP-3-INTERNAL\_INTF\_NUM\_ERR: Failed to get the first available internal interface number.

**Explanation** The system has failed to get the first available internal interface number.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-3-INVALID\_REQ\_TYPE: Controller got request for invalid TLV type [chars].

**Explanation** The controller received a request for an invalid TLV 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/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** %WCP-3-INVALID\_SLOT\_PORT: The next valid slot and port cannot be retrieved for the slot [dec] and port [dec]

**Explanation** The next valid slot and port cannot be retrieved.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-3-IOCTL\_FAILED: The ioctl system call failed for the option [chars].

**Explanation** The IOCTL system call 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** %WCP-3-KEEPALIVE\_LOST: Lost keepalives from [chars].

**Explanation** The system has lost keepalives. The expected event on a socket did not occur.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-3-MGMT\_GATEWAY\_ILLEGAL: Management interface gateway [chars] is illegal.

**Explanation** The management interface gateway is illegal.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-3-MGMT\_IP\_ILLEGAL: Management interface IP address [chars] is illegal.

**Explanation** The management interface IP address is illegal.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-3-MGMT\_NETMASK\_ILLEGAL: Management interface netmask [chars] is illegal.

**Explanation** The management interface netmask is illegal.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-3-MSG\_LEN\_ZERO: The message received for processing has zero length.

**Explanation** The message received for processing has a zero 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/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** %WCP-3-MSG\_TYPE\_UNKNOWN: Unknown message type [dec] received for processing.

**Explanation** An unknown message type has been received for processing by the WCP 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/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** %WCP-3-PDU\_TRANSMIT\_FAILED: Failed to transmit the PDU for the command [chars].Return code:[dec].

**Explanation** The system has failed to transmit the WCP PDU to the SCP.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-3-SEM\_TAKE\_FAILED: Could not take a semaphore lock on the global snmp structure.

**Explanation** The system could not take a semaphore lock on the global SNMP structure.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-3-SET\_IPADDR\_FAILED: Failed to set IP address for the interface [chars].

**Explanation** The system has failed to set the IP address 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** %WCP-3-SET\_VLAN\_FAILED: Failed to set vlan ID for the interface [chars].

**Explanation** The system has failed to set the VLAN ID 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** %WCP-3-SOCK\_CREAT\_FAILED: Failed to create a datagram socket.

**Explanation** The system has failed to create a datagram 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** %WCP-3-SOCK\_OPT\_FAILED: Failed to set the socket option [chars].

**Explanation** The system has failed to set the socket option.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-3-SOCK\_RECV\_FAILED: Failed to receive a packet from ip address [chars]: port [dec].

**Explanation** The system has failed to receive a packet 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** %WCP-3-SOURCE\_INVALID: The message buffer received for processing is from an invalid source.

**Explanation** The message buffer received for processing is from an invalid source.

**Recommended Action** Copy the message exactly as it appears on the 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** %WCP-7-WCP\_PORT\_BOUND: WCP task is bound to port number [dec].

**Explanation** The port number to which the WCP task is bound to is displayed.

**Recommended Action** No action is required.

**Error Message** %WCP-7-WCP\_PROCESS\_ERROR: wcp process error: The function [chars] failed.

**Explanation** A WCP process error has occurred.

**Recommended Action** No action is required.

## WEB Messages

This section contains web (WEB) messages.

**Error Message** %WEB-3-FORM\_SUBMIT\_FAILED: Form submission failed for file:[chars]. No action taken.

**Explanation** A form submit action has failed on the HTML 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** %WEB-3-INVALID\_ACCESS\_LEVEL: Access level is invalid for SNMPv3 user [chars].

**Explanation** The access level is invalid for this SNMPv3 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** %WEB-3-INVALID\_AP\_KEY: Invalid AP Hash Key Provided

**Explanation** The system has detected an invalid AP hash 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/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** %WEB-3-INVALID\_AUTH\_PROTO: Invalid authentication protocol for SNMPv3 user [chars].

**Explanation** The authentication protocol is invalid for the SNMPv3 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** %WEB-3-INVALID-NLS\_TOKEN: NLS String [[dec]] Not Found.

**Explanation** The NLS string has not been found.

**Recommended Action** Copy the message exactly as it appears on the 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** %WEB-3-INVALID\_PRIV\_PROTO: Unknown privacy protocol for SNMPv3 user [chars].

**Explanation** The system has detected an unknown privacy protocol for the SNMPv3 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** %WEB-3-INVALID\_TFTP\_DNLDCODE: TFTP download failed with unknown failure code.

**Explanation** A TFTP download has failed. The failure code 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/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** %WEB-3-INVALID\_USERNAME: EwsContext cachedUsername is empty!

**Explanation** The cached username is empty.

**Recommended Action** Copy the message exactly as it appears on the 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** %WEB-3-LOCAL\_AUTH\_FAILED: # (prty\_order\_local\_auth.html) Form Submission Failed. NoAction Taken..

**Explanation** Form submission 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** %WEB-3-NLS\_LIST\_NOT\_FOUND: NLS List [[chars]] not found.

**Explanation** The NLS List has not been found.

**Recommended Action** Copy the message exactly as it appears on the 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** %WEB-3-NLS\_STR\_NOT\_FOUND: NLS String [[dec]] Not Found for Key: [chars]

**Explanation** The NLS string has not been found.

**Recommended Action** Copy the message exactly as it appears on the 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** %WEB-3-PARTY\_ORDER\_NET\_FAILED: #(prty\_order\_net.html) Form Submission Failed. No ActionTaken..

**Explanation** Form submission 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** %WEB-3-USDB\_SAVE\_FAILED: The Local Users Database could not be saved to flash.

**Explanation** The local users database could not be saved to the 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/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** %WEB-3-USER\_NOT\_PRIVILEGED: Form Submission Failed. The user doesn't have the right privileges.

**Explanation** Form submission has failed. The user does not have the correct privileges.

**Recommended Action** Copy the message exactly as it appears on the 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.

## WPS Messages

This section contains wireless protection policy (WPS) messages.

**Error Message** %WPS-6-CONVERT\_OLD\_SIG\_TO\_NEW: Old version of signature configuration file detected.

**Explanation** An old version of the signature configuration file has been detected. Convert it to the new format.

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

**Error Message** %WPS-3-ERR\_OPEN\_SIG: Error opening new sig file

**Explanation** An error has occurred while opening a new signature file.

**Recommended Action** Make sure the signature file is downloaded properly.

**Error Message** %WPS-3-ERROR\_MASK\_NON\_HEX: mask string [chars] has non-Hex digits

**Explanation** A mask string has the non-Hex digits.

**Recommended Action** Specify a mask string that has Hex digits.

**Error Message** %WPS-3-ERROR\_PARSE\_CST\_SIG: Error parsing custom sig file.

**Explanation** An error has occurred while parsing the custom signature file.

**Recommended Action** Download a new custom signature file to the system.

**Error Message** %WPS-3-ERROR\_PARSE\_SIG\_LINE: Error parsing at line [dec] of new sig file

**Explanation** An error has occurred while parsing at the line of a new signature file.

**Recommended Action** Ensure the signature line has the proper syntax.

**Error Message** %WPS-3-ERROR\_PARSE\_STD\_SIG\_FILE: Error parsing standard sig file.

**Explanation** An error has occurred while parsing a standard signature file.

**Recommended Action** Download a new standard signature file to the system.

**Error Message** %WPS-3-ERROR\_PATTERN\_NON\_HEX: pattern string [chars] has non-Hex digits

**Explanation** A pattern string has the non-Hex digits.

**Recommended Action** Specify a pattern string with Hex digits.

**Error Message** %WPS-3-ERROR\_RETRIEVE\_FILE: Error reading file [chars] from flash

**Explanation** An error has occurred while retrieving a file from the 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/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** %WPS-3-ERROR\_SEND\_SIG\_ADD: Error sending sig Add message to LWAPP

**Explanation** An error has occurred while sending a signature add message to the LWAPP.

**Recommended Action** Copy the message exactly as it appears on the 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** %WPS-3-ERROR\_SEND\_SIG\_DISABLE\_MSG: Error sending sig disable message to LWAPP

**Explanation** An error has occurred while sending a signature disable message to the LWAPP.

**Recommended Action** Copy the message exactly as it appears on the 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** %WPS-3-ERROR\_SEND\_SIG\_ENABLE\_MSG: Error sending sig enable message to LWAPP

**Explanation** An error has occurred while sending a signature enable message to the LWAPP.

**Recommended Action** Copy the message exactly as it appears on the 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** %WPS-3-ERR\_PARSE\_REV: Error parsing revision number

**Explanation** An error has occurred while parsing a signature revision number.

**Recommended Action** Make sure that the revision number is 1.

**Error Message** %WPS-3-ERR\_RD\_LN: Error reading line [dec] from new sig file

**Explanation** An error has occurred while reading a line from the new signature file.

**Recommended Action** Ensure the signature line has the proper syntax.

**Error Message** %WPS-3-ERR\_READ\_SIG\_REV: Error reading sig revision number

**Explanation** An error has occurred while reading the signature revision number.

**Recommended Action** Specify the revision number at the first line of the signature file.

**Error Message** %WPS-3-FAIL\_MERGE\_SIG: unable to merge rev [chars] sig with existing sig

**Explanation** The system is unable to merge signatures with existing signatures.

**Recommended Action** Copy the message exactly as it appears on the 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** %WPS-3-FAIL\_NOTIFY\_LWAPP\_SIG\_FILE: Unable to notify LWAPP of new sig file

**Explanation** The system is unable to notify the LWAPP of a new signature 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** %WPS-6-IDS\_TOKEN\_INTERVAL\_DEF: Sig Interval set to default

**Explanation** The signature interval has been set to the default.

**Recommended Action** No action is required.

**Error Message** %WPS-3-INVALID\_SIG\_TOKEN: Invalid sig token [chars]

**Explanation** The system has detected an invalid signature token.

**Recommended Action** Correct the signature token that is invalid.

**Error Message** %WPS-3-INV\_VER: Error invalid version [chars]

**Explanation** The error signature version is invalid.

**Recommended Action** Ensure that the revision number is 1.

**Error Message** %WPS-4-MFP\_INVALID\_EVENT\_TYPE: MFP Ignoring invalid event type ([int]) from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** MFP ignores the invalid event type.

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

**Error Message** %WPS-3-MFP\_LINK\_MISSING: MFP Missing link at the [chars] of table

**Explanation** MFP is missing a link in the table.

**Recommended Action** Copy the message exactly as it appears on the 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** %WPS-0-MFP\_STAT\_NO\_QUEUE: MFP Stats task has no queue

**Explanation** The MFP statistics task has no queue.

**Recommended Action** Copy the message exactly as it appears on the 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** %WPS-3-MFP\_UNLINK\_ERR: MFP Can't unlink entry from table

**Explanation** MFP cannot unlink an entry from the table.

**Recommended Action** Copy the message exactly as it appears on the 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** %WPS-3-MISSING\_SIG\_TOKEN: Missing token, the symbol parsed=[chars]

**Explanation** A signature token is missing.

**Recommended Action** Correct the signature token that is missing.

**Error Message** %WPS-3-NO\_SIG\_REV: Sig file does not have revision number

**Explanation** The signature file does not have a revision number.

**Recommended Action** Specify the revision number at the first line of the signature file, which has to be a of value 1.

**Error Message** %WPS-3-NO\_VALUE\_SIG\_TOKEN: No value specified for token [chars]

**Explanation** No value is specified for the signature token.

**Recommended Action** Specify the value for the token.

**Error Message** %WPS-3-READ\_SIG\_FILE\_FAIL: Error reading line [dec] of new signature file

**Explanation** The system cannot read a new signature file.

**Recommended Action** Check the signature file on the line to ensure it has the proper syntax.

**Error Message** %WPS-4-SIG\_ALARM\_OFF: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] : Alarm OFF, [chars] sig [chars], track=[chars] preced=[dec] hits=[dec] slot=[dec] channel=[dec]

**Explanation** The signature alarm is off.

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

**Error Message** %WPS-4-SIG\_ALARM\_OFF\_CONT: ...continue, source mac=[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** ...continue. The signature alarm is off.

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

**Error Message** %WPS-3-SIG\_PTRN\_DEL\_NUM\_INV: illegal number of pattern delimiters [chars].

**Explanation** The number of pattern delimiters is invalid.

**Recommended Action** The maximal delimiter number is 3.

**Error Message** %WPS-3-SIG\_PTRN\_INV: invalid pattern [chars] in Version 1 signature.

**Explanation** The signature pattern is invalid.

**Recommended Action** Correct the signature pattern.

**Error Message** %WPS-3-SIG\_PTRN\_INV\_OFF: invalid offset [chars] in Version 1 signature

**Explanation** The signature pattern offset is invalid.

**Recommended Action** Specify the correct pattern offset.

**Error Message** %WPS-3-SIG\_PTRN\_INV\_OFF\_MAX: offset [chars] in Version 1 signature too big; max value = [dec]

**Explanation** The signature pattern offset value is invalid.

**Recommended Action** Specify the correct pattern offset value.

**Error Message** %WPS-3-SIG\_PTRN\_INV\_OFF\_STRT\_D: invalid pattern offset Start value [dec] in Version 1 signature

**Explanation** The signature pattern offset start is invalid.

**Recommended Action** Specify the correct offset start value.

**Error Message** %WPS-3-SIG\_PTRN\_INV\_OFF\_STRT\_S: invalid pattern offset Start value [chars] in Version 1 signature

**Explanation** The signature pattern offset start is invalid.

**Recommended Action** Specify the correct offset start value.

**Error Message** %WPS-3-SIG\_PTRN\_LEN\_OVER: pattern string cannot specify more than [dec] octets in Version 1 signatures

**Explanation** The pattern string length is too big.

**Recommended Action** Specify the correct pattern string.

**Error Message** %WPS-3-SIG\_PTRN\_MASK\_EQ: pattern string and mask must be of equal length in Version 1 signatures

**Explanation** The pattern string and mask must have an equal length.

**Recommended Action** Make sure that the pattern string and mask have an equal length.

**Error Message** %WPS-3-SIG\_PTRN\_MASK\_EVEN: pattern string and mask must have an even number of bytes in Version 1 signatures

**Explanation** The pattern string and mask must have an even number of bytes.

**Recommended Action** Make sure that the pattern string and mask have an even number of bytes.

**Error Message** %WPS-3-SIG\_PTRN\_MASK\_NULL: pattern string and mask have no any bytes specified

**Explanation** The pattern string and mask do not have any bytes specified.

**Recommended Action** Specify the pattern and mask.

**Error Message** %WPS-3-SIG\_PTRN\_MASK\_STR\_INV: [chars] string [chars] has non-Hex digits

**Explanation** The signature pattern or mask string is invalid. It has non-Hex digits.

**Recommended Action** Make sure that the signature pattern or mask string has Hex digits.

**Error Message** %WPS-3-SIG\_PTRN\_MISSING: invalid pattern [chars] in Version 1 signature: missing [chars].

**Explanation** The signature pattern is invalid.

**Recommended Action** Correct the signature pattern.

**Error Message** %WPS-3-SIG\_PTRN\_PARSE\_FAIL: Error parsing pattern [chars] in Version 1 signature

**Explanation** An error has occurred while parsing the token pattern.

**Recommended Action** Specify the correct pattern.

**Error Message** %WPS-3-SIG\_STR\_INV: [chars] string must begin with '0x' in Version 1 signatures

**Explanation** The signature pattern is invalid.

**Recommended Action** Specify the correct signature pattern.

**Error Message** %WPS-3-SIG\_TOKEN\_DUP: Sig [chars] must be unique, the '[chars]' repeats

**Explanation** The signature token is not unique.

**Recommended Action** Specify a unique signature token.

**Error Message** %WPS-3-SIG\_TOKEN\_DUP\_PRECED: Sig precedence must be unique, the [dec] repeats

**Explanation** The signature token precedence is not unique.

**Recommended Action** Specify a unique precedence ID.

**Error Message** %WPS-3-SIG\_TOKEN\_NUM\_INV: Version 1 sig cannot have more than [dec] tokens per line

**Explanation** Version 1 signatures cannot have more than 15 tokens per line.

**Recommended Action** Specify a signature that has less than 15 tokens.

**Error Message** %WPS-3-SIG\_TOKEN\_WRONG\_SIGID: Sig Id [dec] is not valid

**Explanation** The signature token SigId is not valid.

**Recommended Action** Specify a valid signature ID.

**Error Message** %WPS-3-SIG\_VER\_UNSUP: Signature version number [chars] is unsupported

**Explanation** The signature version number is unsupported.

**Recommended Action** Make sure that the revision number is 1.

**Error Message** %WPS-3-TOKEN\_MISSING\_INVALID: Missing or invalid '[chars]' token in Version 1 sig

**Explanation** There is a missing or invalid token in the Version 1 signature.

**Recommended Action** Correct the invalid token.

**Error Message** %WPS-3-TOKEN\_PARSE\_FAIL: Error processing '[chars]' token in Version 1 signature

**Explanation** The signature token processing has failed.

**Recommended Action** Rectify the token.

**Error Message** %WPS-3-TYPE\_TOKEN\_INV\_GT: In Version 1 signatures, '[chars]' can not have a value greater than [dec]

**Explanation** The signature token value is invalid.

**Recommended Action** Specify the correct value for the token.

**Error Message** %WPS-3-TYPE\_TOKEN\_INV\_VAL1: In Version 1 signatures, '[chars]' can only have value [chars]

**Explanation** The signature token value is invalid.

**Recommended Action** Specify the correct value for the token.

**Error Message** %WPS-3-TYPE\_TOKEN\_INV\_VAL2: In Version 1 signatures, '[chars]' can only have value [chars] or [chars]

**Explanation** The signature token value is invalid.

**Recommended Action** Specify the correct value for the token.

**Error Message** %WPS-3-TYPE\_TOKEN\_INV\_VAL3: In Version 1 signatures, '[chars]' can only have value [chars], [chars], or [chars]

**Explanation** The signature token value is invalid.

**Recommended Action** Specify the correct value for the token.

**Error Message** %WPS-4-UNSUPPORT\_SIG\_VER: Unsupported sig version on line [dec], ignoring signature

**Explanation** There is an unsupported signature version. The system is ignoring the signature.

**Recommended Action** Make sure that the revision number is 1.

**Error Message** %WPS-3-VER\_NOT\_FOUND: Error version number not found

**Explanation** The signature version number has not been found.

**Recommended Action** Specify a revision number that has a value of 1.

**Error Message** %WPS-3-VER\_NUM\_MISSING\_INVALID: Error at line [dec] of new signature file: version number is missing or invalid

**Explanation** The version number is missing or invalid.

**Recommended Action** Specify the revision number at the first line of the signature file, which has to be a value of 1.

