



CHAPTER 11

EMT EMWEB and ETHOIP System Messages

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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.