C H A P T E R **8**

DAPI DATAPLANE DEBUG and DHCP System Messages

This chapter contains the following topics:

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.

DATAPLANE Messages

This section contains DATAPLANE messages:

Error Message `#DATAPLANE-3-DP_MSG: broffu_fp_dapi_cmd.c:3976 <filename>failed to`
`find scb <MAC_ADDRESS>`

Explanation The client entry for the client delete operation has not been found in the database.

Recommended Action No action is required.

Error Message `#DATAPLANE-3-DP_MSG: broffu_fp_dapi_cmd.c:3976 <filename>failed to`
`find ipv6 "IP6_DISPLAY_PRINT" vlan`

Explanation The controller is trying to add an already existing IPv6 entry in the database.

Recommended Action No action is required.

Error Message `#DATAPLANE-3-DP_MSG: broffu_fp_dapi_cmd.c:3976 <filename>Protocol`
`pack load failed. AVC Classification will be disabled.`

Explanation The controller downloaded the AVC protocol pack and it failed.

Recommended Action Download the AVC protocol pack again or download a different version of the AVC protocol pack for NBAR engine 3.7.

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

■ **DEBUG Messages**

Technical Assistance Center via the Internet at
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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
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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
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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
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http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
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support representative and provide the representative with the information you have gathered.

Error Message `%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

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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.%dTarget 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
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http://tools.cisco.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

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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

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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]:[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_SOCK_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.

Recommended Action