



## MIRROR MM and MMC System Messages

---

This chapter contains the following topics:

- [MIRROR Messages, page 17-1](#)
- [MM Messages, page 17-6](#)
- [MMC Messages, page 17-24](#)

### MIRROR Messages

This section contains Mirror Module (MIRROR) messages.

**Error Message** %MIRROR-3-ADD\_NODE\_FAILED: Unable to add the mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] into AVL tree.

**Explanation** The system is unable to add a node into the AVL tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-AVL\_DELETE\_FAILED: Unable to delete the mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from AVL tree.

**Explanation** The system is unable to delete a node from the AVL tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %MIRROR-3-AVL\_INIT\_FAILED: Unable to create AVLS for Mirror module.

**Explanation** The system is unable to create AVLS for the mirror module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-DISABLE\_MIRRORPORT\_FAILED: Could not disable the existing mirror port [dec].

**Explanation** The system could not disable the existing mirror port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-ENABLE\_MIRRORPORT\_FAILED: Could not set the port [dec] as mirror port.Return code:[dec]

**Explanation** The system could not set a port as a mirror port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-INVALID\_PORT: Port [dec] is invalid.

**Explanation** The port is invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-MEM\_ALLOC\_FAILED: Could not allocate memory for [chars].

**Explanation** The system could not allocate memory for HEAP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-NODE\_NOT\_FOUND: Unable to add the mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] into AVL tree.

**Explanation** The system is unable to find a node in the AVL tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-RETRIEVE\_FILE\_FAILED: Failed to retrieve the configuration file [chars].

**Explanation** The system has failed to retrieve the mirror configuration file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %MIRROR-3-SEM\_CREATE\_FAILED: Unable to create semaphore for Mirror module.

**Explanation** The system is unable to create semaphore for the mirror module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-STORE\_FILE\_FAILED: Failed to store the configuration file [chars] into NV Memory.

**Explanation** The system has failed to store the mirror configuration file into the NV memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-TOGGLE\_AP\_FAILED: Could not toggle the AP [chars]'s mirror mode. [chars].

**Explanation** The system could not toggle the AP mirror mode.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-TOGGLE\_MIRRORMODE\_FAILED: Could not toggle mirror mode for the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to [chars] state

**Explanation** The system could not toggle client mirroring.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-TYPE\_NOT\_MATCH: Given mac's ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) type [dec] doesn't match with type [dec] found in the AVL tree.

**Explanation** The node type does not match with the node type found in the AVL tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-UPDATE\_FAP\_AVL\_FAILED: Could not update dynamic Foreign AP client to MAC AVL. Mac address is [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not update the dynamic foreign AP client to the MAC AVL.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-UPDATE\_FAP\_NPU\_FAILED: Could not update Foreign AP client's mirror status in NPU. Mac Address is [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system could not update the foreign AP client's mirror status in NPU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

<http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

## MM Messages

This section contains mobility member (MM) messages.

**Error Message** %MM-0-LISTEN\_TASK\_EXITED: mmListen task did not receive a task control block --exiting

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-0-MOBILITY\_TASK\_EXITED: mmMobility task did not receive a task control block --exiting

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** MM-0-MOBILITY\_TASK\_FAILED\_TO\_START: [chars] task could not be started. The system will be rebooted

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-0-MULTICAST\_GROUP\_IP\_SET\_ERROR: Error in [chars] while setting local mobility group multicast IP Address [dec].[dec].[dec].[dec]. Please disable mobility multicast-mode if this error continues.

**Explanation** A mobile is unable to use multicast for messaging.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-1-ANCHORS\_DOWN: All Export-Anchors are down on WLAN [dec]

**Explanation** All Export-Anchors are down on the WLAN. A loss of network connectivity has occurred between the WLC and the export anchors for this WLAN.

**Recommended Action** Debug the network and the status of the anchors for connectivity issues.

**Error Message** %MM-1-ANCHOR\_SEND\_FAILED: Unable to send Anchor Close/Transfer message to [dec].[dec].[dec].[dec] due to memory allocation failure.

**Explanation** The system might be running low on memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-1-ANCHOR\_UNAVAILABLE: All export anchors are down. Cannot anchor the client. [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** No export anchors are up to anchor the client. A loss of network connectivity has occurred between the WLC and the export anchors for this WLAN.

**Recommended Action** Debug the network and the status of the anchors for connectivity issues.

**Error Message** %MM-1-APENTRY\_ADD\_FAILED: Unable to create ap-list entry for AP [hex]:[hex] [hex]:[hex]:[hex] [hex]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-1-CLIENT\_SHUNNED: Adding client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to exclusion list as a result of an IDS shun event for [int].[int].[int].[int]

**Explanation** The system is adding a client to an exclusion list as a result of an IDS shun event.

**Recommended Action** No action is required.

**Error Message** %MM-1-EXPORT\_FOREIGN\_DOWN: Export FOREIGN [int].[int].[int].[int] is detected as DOWN. Status:[dec].Cleaning up client entries.

**Explanation** The system has detected that an export FOREIGN is DOWN. The system is cleaning up client entries.

**Recommended Action** This is a mobility failover event that has occurred due to the loss of connectivity between this WLC and one of its mobility peers. Debug your network for connectivity issues and check the status of the down mobility peer.

**Error Message** %MM-1-GUEST\_LAN\_ANCHORS\_DOWN: All Export-Anchors are down on Guest LAN [dec]

**Explanation** All export anchors are down on the guest LAN.

**Recommended Action** If this message occurs, it implies that there is loss of network connectivity between the WLC and the export anchors for this guest LAN. Debug the network and the status of the anchors for connectivity issues.

**Error Message** %MM-1-IPSECPAYLOAD\_BUILD\_FAILED: Unable to build IPsec export data.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %MM-1-MOBILITYUSER\_STATECREATE\_FAILED: Unable to create mobility state for user [chars].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-1-SSHRULE\_CREATE\_FAILED: Failed to [chars] the SSH Rule for [int].[int].[int].[int].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-1-USER\_NOT\_ALLOWED: Unable to allow user [chars] into the system. [chars].

**Explanation** The system is unable to allow the user into the system for the reported reason.

**Recommended Action** No action is required.

**Error Message** %MM-2-ANCHOR\_NOT\_DEFINED: Auto anchor required but no anchors defined. Wlan-Id: [dec], SSID: [chars].

**Explanation** An auto anchor is required but no anchors are defined on the WLAN.

**Recommended Action** Define the anchors for the reported WLAN.

**Error Message** %MM-2-INIT\_FAILED: Error while initializing mobility manager: [chars].

**Explanation** An error has occurred while initializing the mobility manager.

**Recommended Action** Redo the mobility configuration on the controller.

**Error Message** %MM-3-ACLNAM\_GET\_FAILED: Unable to get acl name for intfAclId [dec]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-ANCHOR\_ADD\_FAILED: Failed to add wlanId in heartbeat list: IP: [dec].[dec].[dec].[dec], WLAN ID: [dec].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-ANCHOR\_DEL\_FAILED: Failed to delete wlan ID in heartbeat list: IP: [dec].[dec].[dec].[dec], wlanid: [dec].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-APENTRY\_DEL\_FAILED: Could not delete an AP from the AP list.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-BUFF\_ALLOC\_FAILED: Could not allocate a system buffer. [chars].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-BUFF\_DEALLOC\_FAILED: Could not deallocate a system buffer. [chars].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** MM-3-CLIENT\_ADD\_MSG\_SEND\_ERROR: Unable to send heartbeat list client add message to mobility task

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %MM-3-CLIENT\_DELETE\_MSG\_SEND\_ERROR: Unable to send heartbeat list client delete message to mobility task

**Explanation** An internal system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-EXPORTANCHOR\_REQPROC\_FAILED: Anchor Export Request from controller (IP: [dec].[dec].[dec].[dec]) ignored. WLAN:[dec]. ClientSec:[hex], WlanSec:[hex]. [chars].

**Explanation** An anchor export request from the controller is ignored.

**Recommended Action** Change the WLAN configuration to alleviate the problem.

**Error Message** %MM-3-EXPORT\_MSG\_SEND\_ERROR1: Unable to send WiredClientAnchorExport message to mobility task

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-EXPORT\_MSG\_SEND\_ERROR2: Failed to send AnchorExport message, mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] not found

**Explanation** The foreign anchor did not send a mobility message because the mobile was not found.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %MM-3-INTFCHANGE\_REGISTER\_FAILED: Failed to register callback for interface changes

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-INVALID\_APLISTUPD\_RECVD: Received invalid ap-list-update from [int].[int].[int].[int]. Entries:[dec], Expected:[dec]. [chars].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-INVALID\_CIDSUPD\_RECV: Received invalid cids-update from [int].[int].[int].[int]. Entries:[dec], Expected:[dec]. [chars].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-INVALID\_NONCE\_RECVD: Received an invalid Nonce-update from [int].[int].[int].[int]. [chars].

**Explanation** An internal system error occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-INVALID\_PKT\_RECVD: Received an invalid packet from [dec].[dec].[dec].[dec]. Source member:[dec].[dec].[dec].[dec]. [chars].

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

**Recommended Action** Check mobility configuration to see if it needs correction.

**Error Message** %MM-3-INVALID\_PMKDEL\_RECVD: Received PMK-delete from [int].[int].[int].[int] with no StationAddress TLV.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-INVALID\_PMKUPD\_RECVD: Received an invalid PMK-update from [int].[int].[int].[int]. [chars].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-INVALID\_WEPDEL\_RECVD: Received WEP-Key-delete from [int].[int].[int].[int] with no Station Address TLV

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-INVALID\_WEPUPD\_RECVD: Received an invalid WEP-Key-update from [int].[int].[int].[int]. [chars]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-LOCMARK\_FAILED: Unable to mark the mobility location of client to unknown.

**Explanation** The system is unable to mark the mobility location of a client as unknown.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-MEM\_ALLOC\_ERROR1: No memory to send WiredClientAnchorExport message to mobility task for WGB [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system might be running low on memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %MM-3-MEMBER\_ADD\_FAILED: Could not add Mobility Member. Reason: [chars], Member-Count: [dec], MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP: [dec].[dec].[dec].[dec].

**Explanation** The system could not add a mobility member for the listed in the message reason.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-MEMBER\_DEL\_FAILED: Could not delete Mobility Member. Member=Count: [dec], MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A mobility member deletion from the list has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-MM\_ACL: [chars]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-MSG\_PROC\_FAILED: Unable to process the received mobility message. [chars].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-MULTICAST\_GROUP\_SEND\_ERROR: Unable to send multicast mobility message.

**Explanation** A mobile is unable to use multicast for messaging.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-NO\_APLIST\_TLV: Received invalid ap-list-update from [int].[int].[int].[int] with no ap-list TLV.

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-PEER\_PING\_FAILED: Mobility ping to [int].[int].[int].[int] rejected. [chars].

**Explanation** A mobility ping has been rejected.

**Recommended Action** Check the **mping** command that you entered.

**Error Message** %MM-3-PING\_RESPONSE\_DROPPED: Drop mobility ping reply from [int].[int].[int].[int]. Expected reply from [int].[int].[int].[int]. [chars].

**Explanation** A mobility ping response has been dropped.

**Recommended Action** No action is required.

**Error Message** %MM-3-PING\_SEND\_FAILED: Failed to send a ping [chars] packet to [int].[int].[int].[int].

**Explanation** The system has failed to send a ping.

**Recommended Action** Check the mobility configuration to see if it needs correction. If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-SEND\_FAILED: Unable to send [chars] to [dec].[dec].[dec].[dec]

**Explanation** The system is unable to send a mobility packet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-SOCK\_OPER\_FAILED: Failed to [chars] a socket.

**Explanation** A socket operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-SOCK\_SET\_ADDRESS\_OPTION\_FAILED: Failed to [chars] address [dec].[dec].[dec].[dec] to the socket options.

**Explanation** A socket operation has failed. The multicast mode will not work for mobility.

**Recommended Action** Set the local group multicast address again. If this same message appears, disable multicast mode for mobility. Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-MEMORY\_READ\_ERROR:[chars] Encountered memory error, Please report the error if you experience a crash.

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

**Recommended Action** This is only a debug message. No action is required. If you experience a system crash, contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-SOCK\_INVALID\_MULTICAST\_ADDRESS: Mobility group local multicast address has invalid setting:[dec].[dec].[dec].[dec]. Resetting it to 0.0.0.0 and disabling mobility multicast

**Explanation** The mobility multicast group address configuration was found invalid. It might have been corrupted during a configuration transfer.

**Recommended Action** Configure the address again by using the **config mobility multicast-mode enable** *multicast\_address* command.

**Error Message** %MM-3-TUNNEL\_ADD\_FAILED: Failed to add mobility tunnel to fast path for peer IP: [dec].[dec].[dec].[dec]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-3-TUNNEL\_ID\_ALLOCATE\_FAILED: Failed to allocate mobility tunnel id for peer IP: [dec].[dec].[dec].[dec]

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

**Recommended Action** If this message recurs, copy the error message.

**Error Message** %MM-3-WGB\_ANCHOREXP: [chars]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-4-MEMBER\_DOWN: [chars] path to mobility member [int].[int].[int].[int] is DOWN.

**Explanation** A path to a mobility member is down.

**Recommended Action** If this message occurs, it implies that there is loss of network connectivity between the WLC and one of its mobility peers. Debug the network and the status of the peers for connectivity issues.

**Error Message** %MM-4-HB\_MEMBER\_ADD\_ERROR: Error adding Mobility member to heartbeat list (MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP: [dec].[dec].[dec].[dec]).

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-4-HB\_MEMBER\_DELETE\_ERROR: Error deleting Mobility member from heartbeat list (MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP:[dec].[dec].[dec].[dec]).

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-4-HEARTBEAT\_LIST\_MEMBER\_UPDATE\_ERROR: Error updating Mobility member IP in heartbeat list (MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex], oldIP:[dec].[dec].[dec].[dec], newIP: [dec].[dec].[dec].[dec]).

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-4-INVALID\_ROAMRESP\_RECVD: Received Roam response from [int].[int].[int].[int] with no PMK-R1 TLV

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-4-PING\_FAILED: [chars] ping request to [int].[int].[int].[int] failed rc=[dec]

**Explanation** A ping request has failed.

**Recommended Action** If this message occurs repetitively, it implies that there might be a loss of network connectivity between the WLC and another mobility list member. We recommend that the network and the status of the member be debugged for connectivity issues.

**Error Message** %MM-4-PKT\_DROPPED: Mobility packet dropped. [chars].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-4-PMKCACHE\_ADD\_FAILED: Failed to create PMK/CCKM cache entry for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with update from controller [int].[int].[int].[int]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-4-PMKCACHE\_DEL\_FAILED: Failed to delete PMK cache entry for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with request from controller [int].[int].[int].[int]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-4-WEPCACHE\_ADD\_FAILED: Failed to create WEP-Key cache entry for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with update from controller [int].[int].[int].[int]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-4-WEPCACHE\_DEL\_FAILED: Failed to delete WEP cache entry for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with request from controller [int].[int].[int].[int]

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MM-6-HEARTBEAT\_LIST\_MEMBER\_UPDATED: Updating Mobility member IP in heartbeat list (MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex], oldIP: [dec].[dec].[dec].[dec], newIP: [dec].[dec].[dec].[dec]).

**Explanation** Internal system information.

**Recommended Action** No action is required.

**Error Message** %MM-6-MEMBER\_ADDED: Adding Mobility member (Index:[dec], MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP:[dec].[dec].[dec].[dec]) in [chars].

**Explanation** Internal system information.

**Recommended Action** No action is required.

**Error Message** %MM-6-MEMBER\_DELETED: Deleting Mobility member (Index:[dec], MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]) from [chars].

**Explanation** Internal system information.

**Recommended Action** No action is required.

**Error Message** %MM-6-MEMBER\_UP: [chars] path to mobility member [int].[int].[int].[int] is UP.

**Explanation** A path to a mobility member is up.

**Recommended Action** No action is required.

**Error Message** %MM-6-MEMBER\_UPDATED: Updating Mobility member (Index:[dec], MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP:[dec].[dec].[dec].[dec]) in [chars].

**Explanation** Internal system information.

**Recommended Action** No action is required.

**Error Message** %MM-6-ANCHOR\_READY: WLAN [dec] is ready to service clients as an anchor, [int].[int].[int].[int] has come up

**Explanation** The WLAN is ready to service clients as an anchor.

**Recommended Action** No action is required.

**Error Message** %MM-6-PING\_RECEIVER\_ENTRY\_DELETED: Deleted ping receiver entry([dec].[dec].[dec].[dec]) from heartbeat list for WLAN([dec]).

**Explanation** Internal system information.

**Recommended Action** No action is required.

**Error Message** %MM-6-SOCK\_SET\_ADDRESS\_OPTION: Setting membership for interface IP [dec].[dec].[dec].[dec] and multicast group [dec].[dec].[dec].[dec] on the mobility sockets.

**Explanation** Multicast group membership was set on the socket.

**Recommended Action** No action is required.

## MMC Messages

This section contains Mobility Management Connection (MMC) messages.

**Error Message** %MMC-0-NPU\_INVALID\_FRAME: NPU Frame block invalid

**Explanation** The MMC module has received an invalid frame from the network processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MMC-0-NPU\_OPER\_FAILED: NPU Operational verification failed.

**Explanation** The MMC module has failed to verify whether the network processor is operational or not.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MMC-2-BUFFPOOL\_ALLOCATE\_FAILED: Failed to allocate a pool of size [dec] bytes from a buffer pool(Id=[dec]).

**Explanation** The MMC module has failed to allocate some memory required by it. The traceback along with this message will suggest why it was needed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MMC-3-GMACREG\_WRITE\_FAILED: Setting Network processor register failed. This could be temporary problem

**Explanation** The MMC module has failed to set the control register of the network processor. This can be a temporary problem.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MMC-6-LINKSTATUS\_CHECK\_FAILED: Checking the link status of a particular port failed.

**Explanation** The MMC module has failed to read the link status register of the network processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MMC-6-NPUMSG\_READ\_FAILED: Reading CPU messages from NPU failed.

**Explanation** The MMC module has failed to read the message queue object that contains any message sent by the network processor.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/cisco/web/support/index.html>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.