CONTENTS

Preface ix

Audience ix
Organization ix
Conventions ix
Related Documentation x
Obtaining Documentation and Submitting a Service Request xi

CHAPTER 1 System Message Overview 1-1

System Message Structure 1-1
System Message Example 1-2
Searching for System Messages in Online Documentation 1-2

CHAPTER 2 AAA and ACL System Messages 2-1

AAA Messages 2-1
ACL Messages 2-22

CHAPTER 3 APF AUTOINST and AVL System Messages 3-1

APF Messages 3-1
AUTOINST Messages 3-73
AVL Messages 3-74

CHAPTER 4 BASE and BCAST System Messages 4-1

BASE Messages 4-1
BCAST Messages 4-2

CHAPTER 5 BOOTP and BUFF System Messages 5-1

BOOTP Messages 5-1
BUFF Messages 5-8

CHAPTER 6 CAPWAP CCX CDP and CIDS System Messages 6-1

CAPWAP Messages 6-1
CCX Messages 6-20
<table>
<thead>
<tr>
<th>Chapter</th>
<th>System Messages</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>IDMGR Messages</td>
<td>13-4</td>
</tr>
<tr>
<td>13</td>
<td>INIT Messages</td>
<td>13-5</td>
</tr>
<tr>
<td>13</td>
<td>Cisco IOS Messages</td>
<td>13-12</td>
</tr>
<tr>
<td>14</td>
<td>IPSTAT L7API L7COMM and LAG System Messages</td>
<td>14-1</td>
</tr>
<tr>
<td>14</td>
<td>IPSTAT Messages</td>
<td>14-1</td>
</tr>
<tr>
<td>14</td>
<td>L7API Messages</td>
<td>14-1</td>
</tr>
<tr>
<td>14</td>
<td>L7COMM Messages</td>
<td>14-2</td>
</tr>
<tr>
<td>14</td>
<td>LAG Messages</td>
<td>14-2</td>
</tr>
<tr>
<td>15</td>
<td>LICENSE LOCP and LOG System Messages</td>
<td>15-1</td>
</tr>
<tr>
<td>15</td>
<td>LICENSE Messages</td>
<td>15-1</td>
</tr>
<tr>
<td>15</td>
<td>LICENSE_IMAGE_APPLICATION Messages</td>
<td>15-11</td>
</tr>
<tr>
<td>15</td>
<td>LOCP Messages</td>
<td>15-12</td>
</tr>
<tr>
<td>15</td>
<td>LOG Messages</td>
<td>15-13</td>
</tr>
<tr>
<td>16</td>
<td>LRADSIM and LWAPP System Messages</td>
<td>16-1</td>
</tr>
<tr>
<td>16</td>
<td>LRADSIM Messages</td>
<td>16-1</td>
</tr>
<tr>
<td>16</td>
<td>LWAPP Messages</td>
<td>16-4</td>
</tr>
<tr>
<td>17</td>
<td>MIRROR MM and MMC System Messages</td>
<td>17-1</td>
</tr>
<tr>
<td>17</td>
<td>MIRROR Messages</td>
<td>17-1</td>
</tr>
<tr>
<td>17</td>
<td>MM Messages</td>
<td>17-6</td>
</tr>
<tr>
<td>17</td>
<td>MMC Messages</td>
<td>17-24</td>
</tr>
<tr>
<td>18</td>
<td>NIM NMSP NULL and OSAPI System Messages</td>
<td>18-1</td>
</tr>
<tr>
<td>18</td>
<td>NIM Messages</td>
<td>18-1</td>
</tr>
<tr>
<td>18</td>
<td>NMSP Messages</td>
<td>18-11</td>
</tr>
<tr>
<td>18</td>
<td>NULL Messages</td>
<td>18-13</td>
</tr>
<tr>
<td>18</td>
<td>OSAPI Messages</td>
<td>18-14</td>
</tr>
<tr>
<td>19</td>
<td>PEM System Messages</td>
<td>19-1</td>
</tr>
<tr>
<td>19</td>
<td>PEM Messages</td>
<td>19-1</td>
</tr>
<tr>
<td>20</td>
<td>PKTDEBUG PMALLOC POE and POLICY System Messages</td>
<td>20-1</td>
</tr>
<tr>
<td>20</td>
<td>PKTDEBUG Messages</td>
<td>20-1</td>
</tr>
</tbody>
</table>
Contents

PMALLOC Messages 20-3
POE Messages 20-6
POLICY Messages 20-7

CHAPTER 21  POWER PPTP and RBCP System Messages 21-1
POWER Messages 21-1
PPTP Messages 21-2
RBCP Messages 21-4

CHAPTER 22  RF RFID RRM and SIM System Messages 22-1
RF Messages 22-1
RFID Messages 22-2
RMGR Messages 22-6
RRM Messages 22-10
SIM Messages 22-15

CHAPTER 23  SNMP SNMPUTIL and SNTP System Messages 23-1
SNMP Messages 23-1
SNMPUTIL Messages 23-5
SNTP Messages 23-5
Socket Messages 23-9

CHAPTER 24  SSHPM SYSNET and SYSTEM Messages 24-1
SSHPM Messages 24-1
SYSNET Messages 24-62
SYSTEM Messages 24-65

CHAPTER 25  TFTP TOOL TRAPMGR and UPDATE System Messages 25-1
TFTP Messages 25-1
TOOL Messages 25-6
TRAPMGR Messages 25-8
UPDATE Messages 25-9

CHAPTER 26  USMDB WCP WEB and WPS System Messages 26-1
USMDB Messages 26-1
WCP Messages 26-9
Preface

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

This chapter contains the following sections:

- **Audience**, page ix
- **Organization**, page ix
- **Conventions**, page ix
- **Related Documentation**, page x
- **Obtaining Documentation and Submitting a Service Request**, page xi

**Audience**

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

**Organization**

This book is organized into chapters containing information about the various system messages that are displayed in the Cisco WLC console. The chapters are organized according to the alphabetical order of the system messages.

**Conventions**

Screen examples use the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>boldface</strong></td>
<td>Commands and keywords are in <strong>boldface</strong>.</td>
</tr>
<tr>
<td><strong>italic</strong></td>
<td>Arguments for which you supply values are in <strong>italics</strong>.</td>
</tr>
<tr>
<td>[ ]</td>
<td>Elements in square brackets are optional.</td>
</tr>
</tbody>
</table>
Notes use the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>{x</td>
<td>y</td>
</tr>
<tr>
<td>[x</td>
<td>y</td>
</tr>
<tr>
<td>string</td>
<td>A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.</td>
</tr>
<tr>
<td>screen font</td>
<td>Terminal sessions and information the system displays are in screen font.</td>
</tr>
<tr>
<td>boldface screen font</td>
<td>Information you must enter is in boldface screen font.</td>
</tr>
<tr>
<td>italic screen font</td>
<td>Arguments for which you supply values are in italic screen font.</td>
</tr>
<tr>
<td>This pointer highlights an important line of text in an example.</td>
<td></td>
</tr>
<tr>
<td>^</td>
<td>The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.</td>
</tr>
<tr>
<td>&lt; &gt;</td>
<td>Nonprinting characters, such as passwords are in angle brackets.</td>
</tr>
</tbody>
</table>

Notes use the following conventions:

**Note**

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

**Related Documentation**

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

- *Cisco Wireless LAN Controller Command Reference*
- *Cisco Wireless Control System Configuration Guide*
- *Quick Start Guide: Cisco Prime Infrastructure*
- Quick start guide and hardware installation guide for your specific lightweight access point
Obtaining Documentation and Submitting a Service Request

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


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

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

This chapter contains the following sections:
- System Message Structure, page 1-1
- System Message Example, page 1-2
- Searching for System Messages in Online Documentation, page 1-2

System Message Structure

System messages are structured as follows:

%FACILITY-SEVERITY-MNEMONIC: Message-text

- FACILITY code
  The facility code consists of two or more uppercase letters that indicate the facility to which the message refers. The facility code is preceded by a % sign.
  A facility can be a device, a protocol, or a module of the system software. Examples of facility codes are %BCAST (messages that are related to broadcasting) and %LWAPP (messages that are related to the Lightweight Access Point Protocol).

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

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 – emergency</td>
<td>System is unusable</td>
</tr>
<tr>
<td>1 – alert</td>
<td>Immediate action required</td>
</tr>
<tr>
<td>2 – critical</td>
<td>Critical condition</td>
</tr>
<tr>
<td>3 – error</td>
<td>Error condition</td>
</tr>
<tr>
<td>4 – warning</td>
<td>Warning condition</td>
</tr>
</tbody>
</table>
Table 1-1  Message Severity Levels (continued)

<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 – notification</td>
<td>Normal but significant condition</td>
</tr>
<tr>
<td>6 – informational</td>
<td>Informational message only</td>
</tr>
<tr>
<td>7 – debugging</td>
<td>Message that appears during debugging only</td>
</tr>
</tbody>
</table>

- **MNEMONIC code**
  The MNEMONIC code uniquely identifies the message.

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

Table 1-2  Representation of Variable Fields in Messages

<table>
<thead>
<tr>
<th>Representation</th>
<th>Type of Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>[chars] or [char] or</td>
<td>Character string</td>
</tr>
<tr>
<td>[dec] or d</td>
<td>Decimal</td>
</tr>
<tr>
<td>[hex]</td>
<td>Hexadecimal integer</td>
</tr>
<tr>
<td>[int] or</td>
<td>Integer</td>
</tr>
<tr>
<td>[num]</td>
<td>Number</td>
</tr>
</tbody>
</table>

**System Message Example**

The following is an example of a system message:

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

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

**Searching for System Messages in Online Documentation**

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

```bash
%FACILITY-SEVERITY-MNEMONIC
```
AAA and ACL System Messages

This chapter contains the following topics:

- AAA Messages, page 2-1
- ACL Messages, page 2-22

AAA Messages

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

**Error Message**  %AAA-0-SELECT_CALL_FAILURE: TACACS server is not available for authentication, accounting and/or authorization.

**Explanation**  TACACS server is not available for authentication, accounting, and authorization.

**Recommended Action**  Ensure that the TACACS server is available.

**Error Message**  %AAA-5-AAA_AUTH_ADMIN_USER: Authentication [chars] for admin user ‘[chars]’

**Explanation**  Authentication for an admin user.

**Recommended Action**  No action is required.

**Error Message**  %AAA-5-AAA_AUTH_NETWORK_USER: Authentication [chars] for network user ‘[chars]’

**Explanation**  Authentication for a network user.

**Recommended Action**  No action is required.
**AAA Messages**

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

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

**Recommended Action** No action is required.

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

**Explanation** A default gateway ARP lookup has failed when sending a RADIUS request over a dynamic interface.

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

**Error Message** %AAA-4-ATTRIBUTE_LEN_EXCEED: ACL Name too long : [chars]

**Explanation** The ACL name is too long.

**Recommended Action** No action is required.


**Explanation** An AVP is corrupted.

**Recommended Action** No action is required.

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

**Explanation** The system could not allocate a system buffer.

**Recommended Action** No action is required.

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

**Explanation** The system has received a bad AVP.

**Recommended Action** No action is required.
AAA Messages

Chapter 2  AAA and ACL System Messages

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

Explanation  The system could not construct a UDP RCV socket.

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

Error Message  %AAA-4-COPY_AVP_BLOCK_FAILED: Could not copy AVPs to block. [chars]

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

Recommended Action  No action is required.

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

Explanation  The system has created an AVL tree with entries.

Recommended Action  No action is required.

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

Explanation  The system has created a default entity in the local database.

Recommended Action  No action is required.

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

Explanation  The system could not create a RADIUS message.

Recommended Action  No action is required.

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

Explanation  The system could not create a user AVL tree.

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

Error Message %AAA-6-DB_ADD_BLACKLIST_USR: Adding blacklist user ‘[chars]’ to AAA database.

Explanation The system has added a blacklist user to the AAA database.

Recommended Action No action is required.

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

Explanation The system has added a user to the AAA database.

Recommended Action No action is required.

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

Explanation An error has occurred while initializing the database module.

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

Error Message %AAA-3-DB_MODULE_INIT_FAILED: Could not initialize module [chars].

Explanation The system could not initialize a module.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 2      AAA and ACL System Messages

AAA Messages

Error Message  %AAA-3-DB_RECORD_ADD_FAILED: Could not add record to database. [chars].

Explanation The system could not add a record to the database.

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

Error Message  %AAA-6-DELETE_CLIENT_ACCOUNT_DELETED: Delete client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]: because user account ([chars]) has been deleted.

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

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Explanation The system is unable to add a method to the EAP profile for the user.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %AAA-3-EAPPROF_ADD_FAILED: Unable to add EAP profile for user '[chars]'. [chars].

**Explanation**  The system is unable to add an EAP profile for a particular user.

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

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**Error Message**  %AAA-3-FREELIST_ADD_FAILED: Unable to add to free list. [chars].

**Explanation**  The system is unable to add to the free list.

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

---

**Error Message**  %AAA-3-FREELIST_DEL_FAILED: Unable to delete to free list. [chars].

**Explanation**  The system is unable to delete to the free list.

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

---

**Error Message**  %AAA-6-FUNC_RUNNING: Running [chars]...

**Explanation**  The system is running.

**Recommended Action**  No action is required.
AAA Messages

Chapter 2      AAA and ACL System Messages

AAA Messages

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

Explanation The system could not get a start time for a guest user record.

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

Error Message  AAA-0-GET_MTU_FAIL: Unable to get MTU for Interface no:%d.

Explanation The system has failed to get a maximum transmission unit (MTU) for an interface.

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

Error Message  %AAA-4-GET_RADIUS_PROXYSTATE_FAILED: Could not get proxy state. [chars].

Explanation The system could not get a proxy state.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Explanation A guest user account has been created.

Recommended Action No action is required.
Chapter 2      AAA and ACL System Messages

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

Explanation A guest user account has been created.

Recommended Action No action is required.

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

Explanation The system is unable to allocate memory for guest account information.

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

Error Message %AAA-4-GUESTACCT_TIMERSET_FAILED: Unable to set timer for guest accounts. [chars].

Explanation The system is unable to set the timer for guest accounts.

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

Error Message %AAA-4-GUESTUSER_DEL_FAILED: Unable to delete the user '[chars]' .

Explanation The system is unable to delete the user from the database.

Recommended Action No action is required.

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

Explanation The system has detected an invalid RADIUS message authenticator for the mobile device.

Recommended Action No action is required.
**Error Message**  %AAA-4-INVALID_AUTH_REQ_TYPE: Invalid RADIUS authentication type [int] in AAA request

**Explanation**  The system has detected an invalid RADIUS authentication type in the AAA request.

**Recommended Action**  No action is required.

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

**Explanation**  The system could not validate a data structure.

**Recommended Action**  No action is required.

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

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

**Recommended Action**  No action is required.

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

**Explanation**  A RADIUS packet is less than its minimum size.

**Recommended Action**  No action is required.

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

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

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

**Error Message**  %AAA-4-INVALID_REQUEST_TYPE: Received an invalid request type. ([hex]).

**Explanation**  The system has received an invalid request type that is not related to AAA or accounting.

**Recommended Action**  No action is required.
AAA Messages

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

Explanation  The system has failed to do an IP fragmentation.

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

Error Message  %AAA-3-LDAP_CONNECT_SERVER_FAILED: LDAP DB Task [[dec]]: Connect to server failed (retry [dec]), rc= [dec] ([chars])

Explanation  An LDAP DB task connect to the server has failed.

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

Error Message  %AAA-3-LDAP_COPY_ATTR_FAILED: Could not copy attributes returned by LDAP server. [chars]. Max AVPs: [int]. Max Ints: [dec].

Explanation  The system could not copy attributes returned by the LDAP server.

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

Error Message  %AAA-4-LDAPMSG_SEND_FAILED: Could not send a message to LDAP task. [chars].

Explanation  The system could not send a message to the LDAP task.

Recommended Action  No action is required.
Chapter 2   AAA and ACL System Messages

AAA Messages

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

Explanation  The main LDAP task failed.

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

Error Message  %AAA-3-LDAP_TIMER_CALLBACK_FAILED: Could not perform timer callback. [chars].

Explanation  The system could not perform a timer callback.

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

Error Message  %AAA-3-LIFETIME_SET_FAILED: Unable to reset the lifetime of [chars] account [chars] in local database.

Explanation  The system is unable to reset the lifetime of an account in the local database.

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

Error Message  %AAA-4-LIFETIME_VALUE_CORRUPT: Corrupted value of lifetime for guest user [chars].

Recommended Action  The value of the lifetime for a guest user is corrupted.
AAA Messages

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

**Error Message** %AAA-3-MEM_ALLOC_FAILED: Error allocating [dec] bytes on stack for message. Aborting..

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

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

**Error Message** %AAA-4-MESSAGE_TYPE_UNKNOWN: Unable to send AAA request, Unknown message type : [dec]

**Explanation** The system is unable to send an AAA request, because of an unknown message type.

**Recommended Action** No action is required.

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

**Explanation** The system is unable to find the Mobile Station Entry.

**Recommended Action** No action is required.

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

**Explanation** The system has failed to receive an incoming message.

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.
Chapter 2  AAA and ACL System Messages

AAA Messages

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

Explanation  The system could not process an accounting type.

Recommended Action  No action is required.

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

Explanation  The system could not process a proxy request.

Recommended Action  No action is required.

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

Explanation  The system could not process a RADIUS response.

Recommended Action  No action is required.

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

Explanation  The system could not process a RADIUS response.

Recommended Action  No action is required.

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

Explanation  The system could not validate the proxy request credentials.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** AAA-0-AAA_PSTATS_NULL: For Radius server[%s] attempt to access pStats field which is NULL.

**Explanation** The RADIUS server pStats attribute is encountered as Null.

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

**Error Message** %AAA-4-RADACCTSRVR_STATESET_FAILED: Unable to set state of RADIUS accounting server [dec] to [dec]. [chars].

**Explanation** The system is unable to set the state of a particular RADIUS accounting server.

**Recommended Action** No action is required.

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

**Explanation** The system is unable to set the state of a particular RADIUS authentication server.

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

**Explanation** A RADIUS server is in the global list.

**Recommended Action** No action is required.

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

**Explanation** The system is unable to send a RADIUS message to a specific host.

**Recommended Action** No action is required.
### AAA Messages

<table>
<thead>
<tr>
<th>Error Message</th>
<th>%AAA-6-RADIUS_ON_WLAN: RADIUS server [int].[int].[int].[int]:[int] [chars] on WLAN [int]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explanation</td>
<td>A RADIUS server is on a WLAN.</td>
</tr>
<tr>
<td>Recommended Action</td>
<td>No action is required.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Error Message</th>
<th>%AAA-4-RADIUS_RESPONSE_FAILED: RADIUS server [int].[int].[int].[int]:[int] failed to respond to request(ID [int]) for STA [hex]:[hex]:[hex]:[hex]:[hex] / user ' [chars]'</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explanation</td>
<td>A RADIUS server failed to respond to a request for STA.</td>
</tr>
<tr>
<td>Recommended Action</td>
<td>No action is required.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Error Message</th>
<th>%AAA-4-RADIUS_RES_TRUNC: Truncating RADIUS response from server at AVP code [dec] for message [dec]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explanation</td>
<td>The system is truncating a RADIUS response from a server at the AVP code for a message.</td>
</tr>
<tr>
<td>Recommended Action</td>
<td>No action is required.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Error Message</th>
<th>%AAA-4-RADSERVER_NOT_FOUND: Could not find appropriate RADIUS server for WLAN [dec] - [chars]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explanation</td>
<td>Client authentication failed because a valid RADIUS server could not be found to service the request.</td>
</tr>
<tr>
<td>Recommended Action</td>
<td>Verify the RADIUS server configuration and connectivity.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Error Message</th>
<th>%AAA-4-RCV_FROM_UNKNOWN_SERVER: Received a [chars] from unknown server [int].[int].[int].[int]:[int]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explanation</td>
<td>The system has received a message from an unknown server.</td>
</tr>
<tr>
<td>Recommended Action</td>
<td>No action is required.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Error Message</th>
<th>%AAA-4-RCV_FROM_WRONG_PRT: RADIUS msg received from wrong switchport, [dec], dropping</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explanation</td>
<td>A RADIUS message has been received from a wrong switchport, and the message is being dropped.</td>
</tr>
<tr>
<td>Recommended Action</td>
<td>No action is required.</td>
</tr>
</tbody>
</table>
Error Message %AAA-4-RCV_PKT_TO_RFC3576_PRT_FAILED: Received an unexpected [chars] from [dec].[dec].[dec].[dec]

Explanation The system has received an unexpected message.

Recommended Action No action is required.

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

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

Recommended Action No action is required.

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

Explanation The system is rebuilding the default configuration.

Recommended Action No action is required.

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

Explanation The system is recreating the default admin login.

Recommended Action No action is required.

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

Explanation The system created the admin user again on the local database.

Recommended Action No action is required.

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

Explanation The system could not retransmit the RFC-3576 message to the host.

Recommended Action No action is required.

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

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

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

**Error Message**  %AAA-4-SEND_AAA_RESPONSE_FAILED: Could not send AAA response. [chars].

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

**Recommended Action**  No action is required.

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

**Explanation**  The system could not send the RFC-3576 response.

**Recommended Action**  No action is required.

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

**Explanation**  The system could not send a TACACS+ message.

**Recommended Action**  No action is required.

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

**Explanation**  The system could not set the RADIUS server.

**Recommended Action**  No action is required.

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

**Explanation**  The username and password must be supplied.

**Recommended Action**  No action is required.

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

**Explanation**  The AAA Sync.Callback has failed.

**Recommended Action**  No action is required.

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

**Explanation**  The system is unable to allocate memory off the stack for testing null attributes.

**Recommended Action**  This is a debug message only. No action is required.
**Error Message**  %AAA-4-TPLUS_SERVER_NOT_FOUND: TACACS+ server not found. [chars]

**Explanation**  The TACACS+ server was not found.

**Recommended Action**  No action is required.

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

**Explanation**  The TACACS+ server switchover has failed.

**Recommended Action**  No action is required.

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

**Explanation**  The TACACS+ server switchover is successful.

**Recommended Action**  No action is required.

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

**Explanation**  The system could not translate the AAA AVP to the RADIUS AVP.

**Recommended Action**  No action is required.

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

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

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

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

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

**Recommended Action**  No action is required.
**Error Message** %AAA-3-UNAME_TOO_LONG: Username too long. Username: [int].

**Explanation** The username is too long.

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

**Error Message** %AAA-3-UPDATE_GUESTINFO_ATLOGIN_FAILED: Unable to update guest user information at login for [chars]. [chars].

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

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

**Error Message** %AAA-3-UPDATE_GUESTINFO_ATLOGOUT_FAILED: Unable to update guest user information at logout for [chars]. [chars].

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

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

**Error Message** %AAA-6-USER_AUTH_PASSED: User authenticated. Username: [chars].

**Explanation** The user has been authenticated.

**Recommended Action** No action is required.
Error Message: %AAA-3-USER_CHAP_CHECK_FAILED: Could not check the CHAP challenge.
[chars].UsernameLength:[int]. Username: [chars].

Explanation: The system could not check the CHAP challenge.

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

Error Message: %AAA-3-USERDBFILE_CREATE_FAILED: Unable to create user database file.
[chars].

Explanation: The system is unable to create a user database file.

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

Error Message: %AAA-3-USERDBFILE_LOAD_FAILED: Unable to load user database file.
[chars].

Explanation: The system is unable to load a user database file.

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

Error Message: %AAA-3-USER_DB_INIT_FAILED: User database not initialized.

Explanation: The user database is not initialized.

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

**Error Message** %AAA-3-USER_NAMEINVALID: Invalid username provided. [chars].

**Explanation** The system has detected an invalid username.

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

**Error Message** %AAA-3-USER_PASS_CHECKFAILED: Could not check password for user. [chars]. UsernameLength: [dec]. Password Length: [dec].

**Explanation** The system could not check the password for the user.

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

**Error Message** %AAA-3-VALIDATE_MSCAP2_CRED_FAILED: Could not validate credentials for proxied RADIUS. [chars]. STA: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (len [int]).

**Explanation** The system could not validate credentials for proxy RADIUS.

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

**Error Message** %AAA-3-VALIDATE_GUEST_SESSION_FAILED:

**Explanation** This error message is logged in the message log file. The reason for this error message could be any of the following:
- User account entry not present
ACL Messages

This section contains access control list (ACL) messages.

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

Explanation The system is unable to get an access control entry from an access control list.

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

Error Message %ACL-3-CONFIG_STORE_FAILED: Failed to store Acl Config to Flash [chars].

Explanation The system failed to write the ACL configuration file onto the flash.

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

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

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

Recommended Action Try again. If it fails, reset the controller.
Chapter 2      AAA and ACL System Messages

ACL Messages

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

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

Recommended Action  Reset the controller.

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

Explanation  The system could not create an ACL.

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

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

Explanation  The system has failed to delete the ACL entry.

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

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

Explanation  The system is unable to get an access control list by name.

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

Error Message  %ACL-3-GET_FREE_ACL: Couldn’t get an unused ACL. [chars].

Explanation  The system could not get an unused ACL.

Recommended Action  Delete the old ACL to create a new ACL.

Error Message  %ACL-3-GET_NAME_BY_ID_FAILED: Couldn’t get ACL name by ID. [chars].

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

Recommended Action  Provide the correct ACL ID.
ACL Messages

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

Explanation Every ACL has an implicit deny-all rule that is always the last rule in the ACL (an ACL allows 64 rules). This rule cannot be deleted.

Recommended Action No action is required.

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

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

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

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

Explanation The system has failed to create the semaphore to protect the ACL database.

Recommended Action Reset the controller.

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

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

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

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

Explanation The ACL configuration file is corrupted.

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

Error Message %ACL-3-RULE_ACTION_INVALID: Incorrect action [dec] to set for the rule [dec] of the ACL [chars].

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

Recommended Action Set the action with either PERMIT or DENY.
Error Message  %ACL-3-RULE_CREATE_FAILED: Can not Add Rule [dec] to ACL [chars].

Explanation  The system cannot add the rule to the ACL.

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

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

Explanation  The system is unable to carry out the operation mentioned on the particular rule in the ACL because the rule does not exist.

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

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

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

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

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

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

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

Error Message  %ACL-3-SET_RULE_DIR_FAILED: Incorrect direction parameter for the rule [dec] of the ACL [chars]

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

Recommended Action  Set the direction to a valid value.
APF AUTOINST and AVL System Messages

This chapter contains the following topics:

- APF Messages, page 3-1
- AUTOINST Messages, page 3-73
- AVL Messages, page 3-74

APF Messages

This section contains access point functionality (APF) messages.

Error Message  %APF-3-ACCTREQ_SEND_FAILED: Unable to send Radius Accounting Request for STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. CallingSTA:[chars], CalledSTA:[chars].

Explanation  Unable to send a Radius Accounting Request.

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

Error Message  %APF-1-ADDMOBILE_SEND_FAILED: Could not send the LWAPP Add Mobile command to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] associated to Rogue AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].

Explanation  Could not send the LWAPP Add Mobile command to AP, either due to internal error or due to AP validation failure.

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

**Error Message**  
%APF-1-ADD_TO_BLACKLIST_FAILED: Unable to create exclusion-list entry for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
This is a security alert. A mobile station was blacklisted but could not be added to the list due to internal error.

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

**Error Message**  
%APF-6-AES_REQ_REJECT: Rejecting RSN request for unicast AES from mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Rejected RSN request from mobile, as 802.11i security information element validation failed.

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

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

**Explanation**  
Failed to update Association ID for REAP AP client.

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

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

**Explanation**  
WARP KCID AIRSPC.

**Recommended Action**  
No action is required.
Error Message  %APF-1-AP_AUTO_CONTAIN_MISCONFIGURED: Auto-containing misconfigured AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] as per policy.

Explanation  Validation of the configuration of the AP against 3rd party Trusted AP policy failed. Auto-containing is misconfigured for AP as per policy.

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

Error Message  %APF-3-AP_DESCP_EXCEEDED: AP group name or Description should not exceed 32 characters

Explanation  AP group name or Description can not exceed 32 characters in length.

Recommended Action  Please specify AP group name upto 32 characters in length.

Error Message  %APF-3-APF_WIRED_GUEST_CLIENT_CREATE_FAILURE: Unable to create wired guest client entry for [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  Internal system error

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

Error Message  %APF-3-APF_SITE_WLAN_ENABLE_FAILS: enabling WLANs failed for AP [chars]

Explanation  Enabling the WLANs on the AP failed.

Recommended Action  Delete and re-create the AP group.

Error Message  %APF-3-APF_WIRED_GUEST_EXCLUDED_CLIENT: Received a packet from excluded wired guest client [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  Internal system error

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

**Error Message**  
%APF-3-APPLY_ACL_POLICY_FAILED: Could not Apply ACL Policy. [chars].

**Explanation**  
ACL policy can not be exceed 32 characters in length.

**Recommended Action**  
Please specify ACL Policy up to 32 characters in length.

**Error Message**  
%APF-3-APPLY_OVERRIDE_FAILED: Msgdef (APPLY_OVERRIDE_FAILED, APF, LOG_ERR, (MSG_TRACEBACK), Could not apply WLAN Policy on mobile %02x:%02x:%02x:%02x:%02x:%02x. %s. 

**Explanation**  
Could not apply WLAN policy on mobile. Either the associating WLAN was deleted or disabled.

**Recommended Action**  
Please check the status of associating WLAN.

**Error Message**  
%APF-3-ASSLEN_DIFF_FROM_REASSLEN: Association WPA/RSN IE length [dec] is different from Reassociation IE length [dec]

**Explanation**  
WPA/RSN IE length in Reassociation request is different from WPA/RSN IE length in Association request.

**Recommended Action**  
If this message recurs, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 3      APF AUTOINST and AVL System Messages

APF Messages

Error Message  %APF-3-ASSOCREQ: [chars]

Explanation  The validation of the capability field from an Association Request failed.

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

Error Message  %APF-6-ASSOCREQ_PARSE_FAILED: Error parsing Assoc Request from STA[hex]:[hex]:[hex]:[hex]:[hex]:[hex]: -- IE Type [int], IE Length [int], dataLen [int]. [chars].

Explanation  Error parsing Assoc Request from STA.

Recommended Action  No action is required.

Error Message  %APF-4-ASSOCREQ_PROC_FAILED: Failed to process an association request from[hex]:[hex]:[hex]:[hex]:[hex]:[hex]. WLAN:[dec], SSID:[chars]. [chars].

Explanation  Processing of association request from a mobile failed. The real reason for failure is specified in the message.

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

Error Message  %APF-4-ATIM_FRAM_DROP: Ignoring ATIM frame..

Explanation  Currently system do not process 802.11 ATIM Frames.

Recommended Action  No action is required.

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

Explanation  An authentication failure from the STA has occurred. Verify the WEP key.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %APF-1-AUTHMOBILE_SEND_FAILED: Could not send the LWAPP Authenticate Mobile command to rogue AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].

Explanation  Could not send the LWAPP Authenticate Mobile command to rogue AP.

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

Error Message  %APF-3-AUTHMSG_SEND_FAILED: Unable to send Authentication message to STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].

Explanation  Unable to send an authentication message to a station.

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

Error Message  %APF-4-AUTO_CONTAIN_AP_NOT_SUPPORTED: Unable to add foreign access point[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Error message generated during data validation of migrated data.

Recommended Action  No action is required.

Error Message  %APF-3-AUTO_CONT_NOT_SUPPORTED: Auto-containment of [chars] is not supported. Disabling.

Explanation  This msg can be result of data validation done after migration of data to newer software version.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %APF-1-AUTO_ENABLE_DOT1XAKM: Auto-enabling 802.1x AKM for WLAN ‘[chars]’

Explanation  If no Authentication Key Management is selected then 802.1x AKM selected as a default for WLAN.

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

Error Message  %APF-1-AUTO_ENABLE_WPA2_AES: Auto-enabling WPA2 AES for WLAN ‘[chars]’

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

Recommended Action  No action is required.

Error Message  %APF-1-AUTO_ENABLE_WPA_TKIP: Auto-enabling WPA TKIP for WLAN ‘[chars]’

Explanation  If WPA is enabled then default the cipher suite to TKIP if nothing is selected for WLAN.

Recommended Action  No action is required.

Error Message  %APF-2-BAD_PMK_CACHE_ENTRY: Found a bad PMK cache entry for Station:[hex]:[hex]:[hex]:[hex]:[hex]:[hex] deleting the entry

Explanation  Internal system error

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  
%APF-3-BUILD_NETNAME_FAILED: Could not build valid network name -- using default

**Explanation**  
Could not build valid network name, using default as the network name.

**Recommended Action**  
No action is required.

---

**Error Message**  
%APF-1-CAN_NOT_ASS_WITH_ROGUE_AP: Can not associate with [chars] Rogue AP.

**Explanation**  
Association failed with a Rogue AP.

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

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**Error Message**  
%APF-3-CCKM_CREATE_PTSKA_FAILED: Could not generate PTK from BTK stored. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Could not generate PTK. Invalid unicast encryption policy for mobile station

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

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**Error Message**  
%APF-0-CHANGE_DOT11G_SUPP: 802.11g Support changing from [chars] to [chars]. APs will reload.

**Explanation**  
802.11g Support changes. APs will reload.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %APF-1-CHANGE_ORPHAN_PKT_IP: Changing orphan packet IP address for station[hex]:[hex]:[hex]:[hex]:[hex]:[hex] from [int].[int].[int].[int] --->[int].[int].[int].[int]

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

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

Error Message  %APF-1-CHANGE_ROGUE_STATE_FAILED: Can not change state on rogue[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Can not change state on rogue.

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

Error Message  %APF-3-CHECK_EXT_SUPP_RATES_FAILED: Could not check extended supported rates. [chars]. Length :[dec]. Mobile MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  Could not check extended supported rates. Verify data rate on client.

Recommended Action  No action is required.

Error Message  %APF-3-CHECK_SUPP_RATES_FAILED: Could not check supported rates. [chars]. Length :[dec]. Mobile MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  Could not check supported rates. Verify data rate on client.

Recommended Action  No action is required.

Error Message  %APF-3-CLEAR_TKN_TABLE_ENTRY_FAILED: Trying to clean an empty token entry [dec]!

Explanation  Internal system error

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

**Error Message**  %APF-6-CONFIG_FILE_SAVED: Config file ‘[chars]’ saved to flash.

**Explanation**  Config file saved on flash.

**Recommended Action**  No action is required.

**Error Message**  %APF-3-CONVERT_HEX_KEY_FAILED: Could not convert Hex Key into Binary data. [chars].

**Explanation**  Internal system error

**Recommended Action**  Please re-specify WEP Hex Key.

**Error Message**  %APF-5-COUNTRY_NOT_FOUND: Country ‘[chars]’ not found in country database.

**Explanation**  A particular country is not found in country database.

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

**Error Message**  %APF-3-CREATE_CCKM_REASS_RESPONSE_IE_FAILED: Could not build the CCKM Reassociation response IE. [chars]. Mobile: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Could not build the CCKM Reassociation response IE.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %APF-3-CREATE_DOT11i_IE_FAILED: Could not create DOT11i Info element. [chars].

**Explanation**  Internal system error

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

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**Error Message**  %APF-3-CREATE_KCID_INFO_ELEMENT_FAILED: Could not create the KC-ID information element. [chars].

**Explanation**  Internal system error

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

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**Error Message**  %APF-3-CREATE_OVERRIDE_FAILED: Could not Create Override. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], SSID: [chars].

**Explanation**  Could not Create Override.

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

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**Error Message**  %APF-4-CREATE_PMK_CACHE_FAILED: Attempt to insert PMK to the key cache failed. [chars]. Length: [dec]. Station:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], SSID: [chars].

**Explanation**  Internal system error

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

Error Message  %APF-3-CREATE_SITE_WITH_NAME_FAILED: Cannot create site with reserved name ‘{chars}’

Explanation  Illegal name for new site.

Recommended Action  Re-specify name of new site.

Error Message  %APF-3-CREATE_VLAN_IP_INTERFACE_FAILED: Could not create a virtual IP interface for VLAN. {chars}.

Explanation  Could not create a virtual IP interface for VLAN due to config data conflict.

Explanation  Check other WLANs and port config data.

Error Message  %APF-3-CREATE_WARP_ADV_IE_FAILED: Unable to create WARP ADVERTISEMENT IE

Explanation  Internal system error

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

Error Message  %APF-3-CREATE_WARP_M_KCID_IE_FAILED: Unable to create WARP M-KCID IE

Explanation  Unable to create WARP M-KCID IE.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  \%APF-4-CREATE_WEP_CACHE_FAILED: Attempt to insert WEP key failed. [chars]. Recv Length: [dec], Send Length:[dec]. Station: [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  Attempt to insert WEP key failed.

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

Error Message  \%APF-0-DISABLE_IPSEC_WLAN: Disabling Ipsec WLAN (id [dec], SSID \'[chars]’) [chars].

Explanation  Disabling an IPsec WLAN.

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

Error Message  \%APF-3-DISABLE_UNSUPPORTED_FEATURE: Feature: [chars] found enabled, which is not supported by the country([chars]) configured. Disabling it.

Explanation  A particular feature was found enabled, but is not supported by the country configured. Disabling 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  \%APF-3-DISABLE_WLAN_FAILED: Unable to disable WLAN [dec].

Explanation  Unable to disable WLAN.

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

**Error Message**  
%APF-1-DISCONECT_MOBILE_DUE_TO_WLAN_SWITCH: Disconnecting mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] due to switch of WLANs from [dec] to [dec]

**Explanation**  Disconnecting a mobile due to switch of WLAN.

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

**Error Message**  
%APF-3-DOT11_AUTH_MODE_SET_FAILED: Could not set the 802.11 authentication mode. [chars]. Mode: [dec] WLAN:[chars].

**Explanation**  Could not set the 802.11 authentication mode.

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

**Error Message**  
%APF-0-DOT11G_NOT_PERMITTED: 802.11g not permitted in configured country - disabling.

**Explanation**  802.11g not permitted in configured country - disabling.

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

**Error Message**  
%APF-6-DOT11N_QOS_DISABLED_NOT_PERMITTED: 802.11n rates requires WMM - disabling 11n rates on WLAN

**Explanation**  802.11n rates requires WMM - disabling 11n rates on WLAN

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

**Error Message**  
%APF-4-DOT1P_TAGS: Dot1P Tags [chars] for all APs connected to this switch

**Explanation**  
Dot1P Tags for all APs connected to a switch.

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

**Error Message**  
%APF-6-DOT1X_REQ_REJECT: Rejecting request for 802.1x on port [dec] from mobile[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Rejecting request for 802.1x on a port from a mobile.

**Recommended Action**  
No action is required.

**Error Message**  
%APF-3-ENABLE_WLAN_FAILED: Unable to enable WLAN [dec].

**Explanation**  
Unable to enable WLAN.

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

**Error Message**  
%APF-3-ENCRYPTPOLICY_NOT_FOUND: Unable to find Encryption Policy for Mobile: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. Traffic Type:[chars], Security Method:[chars].

**Explanation**  
Unable to find Encryption Policy for a particular mobile station entry.

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

**Error Message** %APF-1-FOREIGNAP_NOT_FOUND: Unable to locate foreign AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] for [chars].

**Explanation** Unable to locate foreign AP.

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

**Error Message** %APF-3-GET_CURR_RSSI_FAILED: Could not get most recent RSSI and its timestamp. [chars].

**Explanation** Could not get most recent RSSI and its timestamp.

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

**Error Message** %APF-3-GET_MULTI_ENC_POL_FAILED: Could not Get Multicast Encryption Policy. [chars].WPA2:[dec].

**Explanation** Could not Get Multicast Encryption Policy.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %APF-3-GET_SECURITY_POLICY_FAILED: Could not get security policy. [chars]. WLAN: [chars]

**Explanation** Could not get security policy.

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

**Error Message** %APF-3-GET_TKN_BKT_FAILED: Could not get Token Bucket Entry. [chars].

**Explanation** Could not get Token Bucket Entry.

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

**Error Message** %APF-6-GUEST_ASSIGNED_IP: Guest User ([chars]) with MAC Address ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) assigned IP Address ([int].[int].[int].[int])

**Explanation** IP address assigned to guest user.

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

**Error Message** %APF-3-GUEST_INITFAILED: Could not Create [chars]

**Explanation** Wired Guest Init failed.

**Error Message** %APF-4-IGNORE_IDLE_TIMEOUT: Ignoring Idle-Timeout event from the NPU for STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex] associated to REAP AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex][int])

**Explanation** Ignoring Idle-Timeout event from the NPU for STA which is associated to REAP AP.

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

Error Message  APF-0-INVALID_ACTION_CATEGORY: Could not process 802.11 Action. %s. Mobile:%s, Category:%d.

Explanation  The system could not process an 802.11 action frame. The system does not support the action category code.

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

Error Message  %APF-1-INVALID_AUTH_MSG_LEN: Invalid authenticate message length.

Explanation  Invalid authenticate message length.

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

Error Message  %APF-1-INVALID_AUTH_SEQ_NUM: Invalid authentication sequence number.

Explanation  Invalid authentication sequence number.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 3 APF AUTOINST and AVL System Messages

APF Messages

Error Message %APF-3-INVALID_CAC: Invalid Admission control ([dec]) specified for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex] slotId [dec]

Explaination Invalid Admission control is specified for a station.

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

Error Message %APF-3-INVALID_CONF_CHANNEL: Invalid configured channel on AP [chars].

Explaination Invalid configured channel on AP.

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

Error Message %APF-3-INVALID_DOT11_ENCRPT_MODE: Invalid 802.11 encryption mode ([dec]) provided for WLAN [chars]

Explaination Invalid 802.11 encryption mode is provided for WLAN.

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

Error Message %APF-1-INVALID_ENC_POL_SET: Invalid encryption policy set for [chars].

Explaination Invalid encryption policy is set.

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

**Error Message** %APF-3-INVALID_ENCRYPT_POLICY: Invalid Encryption Policy ([dec]) set for [chars] WLAN.

**Explanation** Invalid Encryption Policy is set for WLAN.

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

**Error Message** %APF-0-INVALID_FRAME_LEN: Frame length out of bounds: [dec].

**Explanation** Frame length is out of bounds.

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

**Error Message** %APF-4-INVALID_INFO_ELEMENT_LEN: Invalid SSID Information Element length in probe request from [chars].

**Explanation** Invalid SSID Information Element length in probe request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  APF-0-INVALID_IP: AP IP address is not valid. Discarding packet to AP.

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

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

Error Message  %APF-3-INVALID_MAC_FILTER_DMTR_SETTING: Invalid MAC filter delimiter setting for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Invalid MAC filter delimiter is set for mobile.

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

Error Message  %APF-1-INVALID_MOB_STATION_STATE: Invalid mobile station state - unable to expire [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Invalid mobile station state - unable to expire.

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

Error Message  %APF-3-INVALID_MTU: Invalid MTU ([int]) Discarding packet to AP [dec].[dec].[dec].[dec].[dec] ([dec])

Explanation  Could not send packet to AP because the specified MTU is out of allowed range.

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

**Error Message**  
%APF-4-INVALID_RADIO_CONFIG: Invalid configuration found for [chars] radio. [chars].

**Explanation**  
Invalid configuration found for a radio.

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

**Error Message**  
%APF-3-INVALID_RADIO_TYPE: Invalid radio type [dec] received.

**Explanation**  
Invalid radio type is received.

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

**Error Message**  
%APF-6-INVALID_RSN_IE_CAPABILITY: Received an invalid RSN IE capability. [chars].

**Explanation**  
Received an invalid RSN IE capability.

**Recommended Action**  
No action is required.

**Error Message**  
%APF-3-INVALID_SEC_BIT: Invalid security bit [hex] provided for WLAN [chars]

**Explanation**  
Invalid security bit is provided for WLAN.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %APF-3-INVALID_SEC_COMBINATION: Cannot configure export anchor when IPv6 is enabled.

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

Recommended Action  Please disable IPv6 if export anchors need to be added to the WLAN configuration.

Error Message  %APF-3-INVALID_SEC_POL: Invalid Security Policy [hex] ([chars])

Explanation  Invalid Security Policy.

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

Error Message  %APF-4-INVALID_STAAPL_IE: Received invalid STA APL IE from STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Received invalid STA APL IE from a STA.

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

Error Message  %APF-1-INVALID_STATUS_CODE: Invalid status code in authenticate message.

Explanation  Invalid status code in authenticate message.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** APF-0-LIST_MAX_IDX_ERR: Unable to delete client entry, index (%d) is greater than maximum allowed.

**Explanation** The system is unable to delete an entry in the client table due to an internal error.

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

**Error Message** %APF-3-LOCALHANDOFF: [chars]

**Explanation** Internal system error

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

**Error Message** %APF-3-MAKE_CHANGE_DOT11A_FAILED: Attempting to make changes to 802.11A while active.

**Explanation** Attempting to make changes to 802.11A while active.

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

**Error Message** %APF-3-MAKE_CHANGE_DOT11B_FAILED: Attempting to make changes to 802.11B while active.

**Explanation** Attempting to make changes to 802.11B while active.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Chapter 3  APF AUTOINST and AVL System Messages

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

**Error Message**  %APF-6-MIGRATE_CONFIG: Migrating [chars] Config from Version [dec] to Version [dec]

**Explanation**  Migrating Config from Version to Version.

**Recommended Action**  No action is required.

**Error Message**  %APF-1-MM_ANCHOR_DENIED: Anchor denied for mobile: [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation**  Anchor denied for a mobile.

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

**Error Message**  %APF-1-MOBILE_ADD_FAILED: Unable to add mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to PEM module.

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

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

**Error Message**  %APF-3-MOBILE_ANNOUNCE_CLSN: Announce collision for mobile[hex]:[hex]:[hex]:[hex]:[hex]:[hex], deleting.

**Explanation**  Announced collision and delete the mobile.

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

**Error Message**  %APF-6-MOBILE_CONF_ON_CTRL: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not doing CKIP KP, which is configured on controller.

**Explanation** Mobile is not doing CKIP KP, which is configured on controller

**Recommended Action** No action is required.

**Error Message**  %APF-6-MOBILE_DOING_CCKM: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is doing CCKM.

**Explanation** Mobile is doing CCKM.

**Recommended Action** No action is required.

**Error Message**  %APF-6-MOBILE_DOING_CKIP: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is doing CKIP MMH-MIC, which is not configured on controller.

**Explanation** Mobile is doing CKIP MMH-MIC, which is not configured on controller

**Recommended Action** No action is required.

**Error Message**  %APF-1-MOBILE_ENTRY_CREATE_FAILED: Could not create Mobile Station Entry. [chars]. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], Type: [chars]. Mobile rejected.

**Explanation** Could not create Mobile Station Entry.

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

**Error Message**  %APF-1-MOBILE_ENTRY_NAC_STATE_SET_FAILED: Could not set NAC state for Mobile Station Entry. [chars]. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]. Mobile rejected.

**Explanation** Could not set NAC state for mobile.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %APF-6-MOBILE_EXCLUDED: Excluded the mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  Set the station on the exclusion list.

Recommended Action  No action is required.

Error Message  %APF-1-MOBILE_LOCATION_UPDATE_FAILED: Could not update the mobile station location. [chars].AP:[chars]. Port:[dec]. Config:[dec].

Explanation  Could not update the mobile station location.

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

Error Message  %APF-1-MOBILE_NOT_AUTH: Mobile Station has not authenticated.

Explanation  Mobile Station has not authenticated.

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

Error Message  %APF-6-MOBILE_NOT_CONF_ON_CTRL: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is doing CKIP KP, which is not configured on controller.

Explanation  Mobile is doing CKIP KP, which is not configured on controller.

Recommended Action  No action is required.
**Error Message**  %APF-3-MOBILE_NOT_DOING_CCKM: Mobile entry in cache is not doing CCKM [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Mobile entry in cache is not doing CCKM.

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

**Error Message**  %APF-6-MOBILE_NOT_DOING_CKIP: mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not doing CKIP MMH-MIC, which is configured on controller.

**Explanation**  Mobile is not doing CKIP MMH-MIC, which is configured on controller.

**Recommended Action**  No action is required.

**Error Message**  %APF-6-MOBILE_NOT_EXCLUDED: Could not exclude the mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation**  Could not exclude a particular mobile. Either mobile is already in exclusion-list or excluding may be disabled for this specific mobile. Alternatively, the exclusion reason may be disabled.

**Recommended Action**  No action is required.

**Error Message**  %APF-4-MOBILESTATION_NOT_FOUND: Could not find the mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in internal database.

**Explanation**  Could not find a particular mobile station in internal database.

**Recommended Action**  No action is required.

**Error Message**  %APF-1-MOVED_ADHOC_CLIENT_TO_AUTOCONTAIN: Moved adHoc client [chars] to auto-contained state.

**Explanation**  Moved adHoc client to auto-contained 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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 3      APF AUTOINST and AVL System Messages

APF Messages

Error Message  %APF-1-MOVED_AP_TO_AUTOCONTAIN: Moved AP [chars] to auto-contained state.

Explanation  Moved AP to auto-contained state.

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

Error Message  APF-0-MSCB_DB_IDX_INVALID: Client internal database is corrupted. %d index is invalid.

Explanation  The client internal database has become corrupted.

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

Error Message  %APF-3-MSCB_DEL_FAILED: Unable to delete the MSCB entry ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) from [chars] list.

Explanation  Unable to delete the MSCB entry from list.

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

Error Message  %APF-3-MSGFAC: State change received for an unsupported radio type.

Explanation  State change received for an unsupported radio type.

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

**Error Message** %APF-3-NAME_PTR_MISSING: Missing ACL name pointer.

**Explanation** Missing ACL name pointer.

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

**Error Message** %APF-6-NO_CONFIG_CHANGES: Not saving '[chars]' - no config changes.

**Explanation** Not saving - no config changes.

**Recommended Action** No action is required.

**Error Message** %APF-1-NOT_ADV_SSID_ON_AP: Not advertising SSID [chars] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] due to [chars].

**Explanation** Not advertising SSID on AP.

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

**Error Message** %APF-4-NOT_ADV_SSID_ON__AP: Not advertising SSID [chars] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] due to [chars].

**Explanation** Not advertising SSID on AP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 3  APF AUTOINST and AVL System Messages

APF Messages

Error Message  %APF-1-NOT_ADV_SSID_ON_REAP_AP: Not advertising SSID [chars] on REAP AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] due to [chars].

Explanation  Not advertising SSID on REAP AP.

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

Error Message  %APF-0-NOTIFICATION_TIMER_NOT_CREATED: [chars] Could not create Apf-Locp Notification timer...

Explanation  Could not create APF-LOCP Notification timer.

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

Error Message  %APF-4-NOTIFMSG_PROC_FAILED: Failed to process a notification message (MsgLen=[int],Tag=[int],TagLen=[int]). [chars].

Explanation  Failed to process a notification message.

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

Error Message  %APF-6-NULL_DATA_IN_ADDTS_REQ: NULL data in ADD TS Request from STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex] -- dataLen [int]

Explanation  NULL data in ADD TS is Request from STA.

Recommended Action  No action is required.
Chapter 3      APF AUTOINST and AVL System Messages

**Error Message**  %APF-4-OLD_ACE_RCL_IE_PRESENT: Old ACE RCL IE is present in mscb for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Old ACE RCL IE is present in mscb for a station.

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

**Error Message**  %APF-4-PARSE_BSN_PKT_FAILED: Could not parse Bsn Packet.
Reason:[chars].

**Explanation**  Could not parse Bsn Packet.

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

**Error Message**  %APF-4-PARSE_ETH0VIP_PKT_FAILED: Could not parse Eth0vIP Packet.
Reason:[chars].

**Explanation**  Could not parse Eth0vIP Packet.

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

**Error Message**  %APF-4-PARSE_NPU_PKT_FAILED: Could not parse NPU Packet.
Reason:[chars].

**Explanation**  Could not parse NPU Packet.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  **%APF-3-PDU_ENCAP_FAILED: Failed to encapsulate a PDU for transmission to station[hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars].**

**Explanation**  Failed to encapsulate a PDU for transmission to station.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  **%APF-4-PKT_LEN_MORE_THAN_MAXDOT11MTU: Packet length [dec] greater than max 802.11 MTU**

**Explanation**  Packet length is greater than max 802.11 MTU.

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

Error Message  **APF-0-PROBEREQ_PARSE_FAILED: Error parsing Probe Request from STA%02x:%02x:%02x:%02x:%02x:%02x -- %s=%u, dataLen %u. %s.**

**Explanation**  The STA has sent an error parsing probe request.

**Recommended Action**  None.

Error Message  **%APF-4-PROC_ACTION_FAILED: Could not process 802.11 Action. [chars]. Mobile:[chars].**

**Explanation**  Could not process 802.11 Action.

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

**Error Message**  %APF-4-PROC_ASS_RADIUS_RES_FAILED: Could not Process Association after RADIUS response.[chars].

**Explanation**  Could not Process Association after RADIUS response.

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

**Error Message**  %APF-1-PROC_CLIENT_ASS_RES_FAILED: Could not process client association response. [chars].

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

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

**Error Message**  APF-4-PROC_DOT11_MAC_MGMT_DATA_FAILED: Could not Process 802.11 MAC mgmt Data. [chars]

**Explanation**  Could not Process 802.11 MAC mgmt Data.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %APF-6-PROCESS_WME_ADDTS_REQ_FAILED: Could not Process the WME ADDTS Command. [chars].STA:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]: IE Type:[int].IELength:[int].DataLen: [int]

Explanation  Could not Process the WME ADDTS Command.

Recommended Action  No action is required.

Error Message  %APF-1-PROC_INSTALL_ORPHAN_IPADD_FAILED: Could not install the Orphan Packet IP address. [chars].STA:[hex]:[hex]:[hex]:[hex]:[hex]: Orphan PktIP:[int].[int].[int].[int]. Framed IP:[int].[int].[int].[int].

Explanation  Could not install the Orphan Packet IP address.

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

Error Message  %APF-1-PROC_MM_RES_FAILED: Could not process MM response. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:

Explanation  Could not process MM response.

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

Error Message  %APF-4-PROC_ORPHAN_MSG_DS_FAILED: Could not process frames received for unknown mobile from the DS. [chars].

Explanation  Could not process frames received for unknown mobile from the DS.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %APF-4-PROC_RADIUS__ASS_Res_FAILED: Could not process RADIUS association response. [chars].State: [dec] [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Could not process RADIUS association response.

Recommended Action  No action is required.

Error Message  %APF-1-PROC_RSN_WARP_IE_FAILED: Could not process the RSN and WARP IEs. [chars].MobileStation: [hex]:[hex]:[hex]:[hex]:[hex]:[hex], SSID:[chars].

Explanation  Could not process the RSN and WARP IEs.

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

Error Message  %APF-6-PSK_REQ_REJECT: Rejecting request for PSK on port [dec] from mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Rejecting request for PSK on a port from a mobile.

Recommended Action  No action is required.

Error Message  %APF-3-PUT_CHANGE_ON_QUEUE_FAILED: Could not put link state changes on the queue. [chars].

Explanation  Could not put link state changes on the queue.

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

Error Message  %APF-3-PWR_TRAP_SEND_FAILURE: Could not send trap for power change event on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  Internal system error.

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

**Error Message** %APF-3-QOSLOAD_DEL_FAILED: Unable to remove AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]([dec]) from QOS load.

**Explanation** Unable to remove AP from QOS load.

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

**Error Message** %APF-1-QUARANTINE_VLAN: Quarantine VLAN, force it to central switch for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Quarantine VLAN, force it to central switch for a mobile.

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

**Error Message** %APF-0-QUEUE_NOT_FOUND: [chars] Queue is not created yet.

**Explanation** Queue is not created yet.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %APF-6-RADIUS_OVERRIDE_DISABLED: Radius overrides disabled, ignoring source [int]

**Explanation**  RADIUS overrides disabled.

**Recommended Action**  No action is required.

**Error Message** %APF-4-RCV_ACTION_FRM_WITH_CODE: Received Action frame with code [dec] from mobile station [chars]

**Explanation**  Received a Action frame with code from a mobile station.

**Recommended Action**  No action is required.

**Error Message** %APF-3-RCV_ASS_RREQ: We’ve received an Association request - must have been an error.

**Explanation**  We’ve received an Association request - must have been an error.

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

**Error Message** %APF-1-RCV_CORRUPT_PKT: Received a corrupted packet from [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - DOS?.

**Explanation**  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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-4-RCV_INVALID_ACTION_CODE: Received invalid action code [dec] from mobile station [chars]

**Explanation**  Received an invalid action code from a mobile station.

**Recommended Action**  No action is required.
Error Message  %APF-3-RCV_INVALID_AP_STATE: Received an invalid state for AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex] slot [dec]

Explanation  Received an invalid state for AP.

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

Error Message  %APF-4-RCV_INVALID_ARLDP_PKT: Received invalid ARLDP packet (received [dec] bytes, expected[dec]).

Explanation  Received an invalid ARLDP packet.

Recommended Action  No action is required.

Error Message  %APF-1-RCV_INVALID_DOT1P_PRTY_TAG: Received an invalid 802.1p ([dec]) from RADIUS for[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Received an invalid 802.1p from RADIUS.

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

Error Message  %APF-1-RCV_INVALID_DSCP: Received an invalid DSCP ([dec]) from RADIUS for[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Received an invalid DSCP from RADIUS.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 3      APF AUTOINST and AVL System Messages

APF Messages

Error Message  %APF-1-RCV_INVALID_MOBILITY_MSG: Received an invalid mobility message for [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Received an invalid mobility message.

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

Error Message  %APF-1-RCV_INVALID_QOS_LEVEL: Received an invalid QoS Level ([dec]) from RADIUS for [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Received an invalid QoS Level from RADIUS.

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

Error Message  %APF-4-RCV_INVALID_SUPP_RATE: RLDP: received a message with an invalid supported rate.

Explanation  RLDP: received a message with an invalid supported rate.

Recommended Action  No action is required.

Error Message  %APF-1-RCV_MOBILITY_RES: Received Mobility response for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] as anchor while in the wrong state.

Explanation  Received Mobility response for a mobile as anchor while in the wrong state.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  
%APF-4-RCV_PROBE_RESP: We’ve received a probe response - must have been an error.

**Explanation**  
We’ve received a probe response - must have been an error.

**Recommended Action**  
No action is required.

**Error Message**  
%APF-3-RCV_UNKNOWN_MSG_TYPE: Unknown message type [dec] received.

**Explanation**  
Unknown message type is received.

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

**Error Message**  
%APF-4-RCV_UNSUPP_MGMT_MSG: Received an unsupported 802.11 management messagesubType[dec] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Received an unsupported 802.11 management messagesubType from AP.

**Recommended Action**  
No action is required.

**Error Message**  
%APF-3-RCV_UNSUPP_MSG: Rogue Task: Received unsupported message [dec].

**Explanation**  
Rogue Task: The System has received an unsupported message.

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

**Error Message**  
%APF-3-RCV_UNSUPPORTED_MES: Received unsupported message [dec].

**Explanation**  
Received an unsupported message.

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

**Error Message** APF-0-RLDP_SCHED_START_FAILED: Unable to start the RLDP Scheduling. %s.

**Explanation** The system is unable to start the RLDP scheduling 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** %APF-1-REGISTER_IPADD_ON_MSCB_FAILED: Could not Register IP Add on MSCB. [chars]. Address:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Could not register an IP address on MSCB.

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

**Error Message** %APF-1-RETRIEVE_CKIP_ENC_POL_FAILED: Could not retrieve the CKIP unicast encryption policy.[chars]. Size: [dec].

**Explanation** Could not retrieve the CKIP unicast encryption policy.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %APF-4-ROGUE_AP_ADD_FAILED: Failed to add the rogue AP [chars].

Explanation Failed to add a rogue AP. This error may be due to too many rogue APs detected in the system.

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

Error Message %APF-1-ROGUE_AP_CONTAIN_FAILED: Unable to contain rogue [chars].

Explanation Unable to contain a rogue.

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

Error Message %APF-1-ROGUE_AP_DEL_FAILED: Rogue AP entry deletion failed.

Explanation A rogue AP entry deletion has failed.

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

Error Message %APF-1-ROGUE_CLIENT_CONTAIN_FAILED: Unable to contain rogue client [chars].

Explanation Unable to contain a rogue client.

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


**Explanation** Could not update a rogue AP with the rogue client information.

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

**Error Message** APF-0-SEM_CREATE_ERR: Could not create semaphore for %s.

**Explanation** The system is unable to allocate a lock for handling operations on the internal database, which could lead to data corruption. The system may become unstable.

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

**Error Message** %APF-1-SEND_ASSOC_REQ_FAILED: Could not send a Client Association request. [chars].

**Explanation** Could not send an association request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 3      APF AUTOINST and AVL System Messages

**Error Message**  %APF-1-SEND_ASSOC_RESP_FAILED: Could not send a Client Association response to \[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]. \[chars\].

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

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

**Error Message**  %APF-1-SEND_CLIENT_ASS_REQ_FAILED: Could not send client association request. \[chars\].

**Explanation**  Could not send a client association request.

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

**Error Message**  %APF-3-SEND_IGMP_QUERY_FAILED: Failed to send IGMP Query for roamed mobile \[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\].

**Explanation**  A mobile can roam across subnets while listening to a multicast stream. When it roams across controllers, the multicast traffic has to reach the controller that the mobile is attached to. The controller sends an IGMP query to the mobile, and the controller has failed to send this IGMP query.

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

**Error Message**  %APF-1-SEND_PROBE_REQ_FAILED: Could not send a Client Probe request. \[chars\].

**Explanation**  Could not send a probe request.

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

**Error Message** %APF-1-SEND_PROBE_RESP_FAILED: Could not send a Probe Response.

**Explanation** Could not send a probe response.

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

**Error Message** %APF-1-SEND_RADIUS_REQ_FAILED: Could not send RADIUS Request.

**Explanation** Could not send a RADIUS request.

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

**Error Message** %APF-1-SEND_ROGUE_CLIENT_RADIUS_REQ_FAILED: Could not send Rogue Client RADIUS Request.

**Explanation** Could not send a rogue client RADIUS request.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %APF-3-SET_AUTH_KEY_MGMT_MODE_FAILED: Could not set the WPA/WPA2 auth key management mode. [chars]. Suite: ([hex]). WLAN:[chars]

Explanation  Could not set the WPA/WPA2 auth key management mode.

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

Error Message  %APF-3-SET_DOT11A_RATE_FAILED: Could not set the 802.11A operational rate. [chars].

Explanation  Could not set the 802.11a operational rate.

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

Error Message  %APF-3-SET_DOT11B_RATE_FAILED: Could not set the 802.11B operational rate. [chars].

Explanation  Could not set the 802.11B operational rate.

Recommended Action  Verify the operational rate. Only 1,2,5.5,11M are supported

Error Message  %APF-3-SET_DOT11g_SUPP_FAILED: Could not set the 802.11g support. [chars].

Explanation  Could not set the 802.11g support.

Recommended Action  Change the configuration.

Error Message  %APF-3-SET_FAST_ROAM_FAILED: Attempting to enable fast-roaming while Pico-Cell mode is enabled!

Explanation  The system is attempting to enable fast roaming while the Pico-Cell mode is enabled.

Recommended Action  Disable Pico-Cell mode, before enabling fast roaming.
**Error Message** %APF-3-SET_MSCB_MIRROR_FAILED: Unable to set mirroring for MSCB.

**Explanation** Unable to set mirroring for MSCB.

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

**Error Message** %APF-3-SET_PICO_CELL_FAILED: Attempting to enable pico-cell while [chars] is enabled.

**Explanation** Attempting to enable a pico-cell while it is enabled.

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

**Error Message** %APF-3-SET_PICO_CELLV2_FAILED: Attempting to enable pico-cell-V2 while [chars] is enabled.

**Explanation** Attempting to enable a pico-cell-V2 while it is enabled.

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

**Error Message** %APF-1-SET_PSK_AUTH_MODE: Could not set the 802.11i PSK authentication mode. [chars]. Length: [int]. WLAN: [chars].

**Explanation** Could not set the 802.11i PSK authentication mode.

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

Error Message  %APF-3-SET_RSN_ENABLE_FAILED: Could not Enable the RSN IE. [chars].Mode: [dec].WLAN:[chars].

Explanation  Could not enable the RSN IE.

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

Error Message  %APF-3-SET_SSN_ENABLE_FAILED: Could not Enable the SSN IE. [chars].Mode:[dec].WLAN:[chars].

Explanation  Could not enable the SSN IE.

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

Error Message  %APF-3-SET_VAP_SECURITY_POL_WORD_FAILED: Error Setting Security Policy Bit [hex] (Current Policy [hex], Policy Change [hex], mode [int])

Explanation  An error has occured while setting the security policy bit.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %APF-3-SET_VAP_STATUS_FAILED: Could not Set the Status of Virtual Access point Entry. [chars]. Static WEP:[int]. Dynamic WEP:[int]. WLAN:‘[chars]’

Explanation  Could not set the status of the virtual access point entry.

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

Error Message  %APF-3-SET_VPN_AH_MODE_FAILED: Could not set the mode: [dec]. [chars].

Explanation  Could not set the VPN AH mode.

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

Error Message  %APF-3-SET_VPN_AUTH_MODE_FAILED: Could not set the VPN authentication mode. [chars]. Mode:[dec]. WLAN: [chars].

Explanation  Could not set the VPN authentication mode.

Recommended Action  Specify the VPN authentication mode again.

Error Message  %APF-3-SET_VPN_ENC_MODE_FAILED: Could not set the VPN Encryption Mode. [chars]. Mode: [dec]. WLAN: [chars].

Explanation  Could not set the VPN Encryption Mode.

Recommended Action  Please re-specify the VPN Encryption Mode.

Error Message  %APF-3-SET_VPN_IKE_AUTH_MODE_FAILED: Could not set the VPN IKE Authentication mode. [chars]. Mode:[dec]. WLAN: [chars].

Explanation  Could not set the VPN IKE authentication mode.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 3 APF AUTOINST and AVL System Messages

APF Messages

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

Error Message %APF-3-SET_VPN_IKE_PFS_MODE_FAILED: Could not set the VPN IKE PFS mode. [chars].

Explanation Could not set the VPN IKE PFS mode.

Recommended Action Please check the reason, and specify the VPN IKE Authentication mode for the AP again.

Error Message %APF-3-SET_VPN_IKE_PHASE1_MODE_FAILED: Could not set the VPN IKE Phase1 mode. [chars]. Mode:[dec]. WLAN: [chars].

Explanation Could not set the VPN IKE Phase1 mode.

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

Error Message %APF-3-SET_VPN_IKE_SHAREDKEY_FAILED: Could not set the VPN IKE Pre-shared Key. [chars].Length: [dec]. WLAN: [chars].

Explanation Could not set the VPN IKE Pre-shared Key. Key length can not be more than 128.

Recommended Action Please specify the key again.

Error Message %APF-3-SET_WPA2_ENC_MODE_FAILED: Could not set the WPA2 encryption mode. [chars].Mode:[dec]. WLAN: [chars].

Explanation Could not set the WPA2 encryption mode.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %APF-3-SET_WPA_ENC_MODE_FAILED: Could not set the WPA encryption mode. [chars]. Mode:[dec]. WLAN: [chars].

**Explanation**  Could not set the WPA encryption mode.

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

**Error Message**  %APF-4-SFA_MISMATCH: SFA IE mismatch from [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - [chars]

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

**Recommended Action**  No action is required.

**Error Message**  %APF-3-SITE_DELETE_FAILED: Site entry [dec] could not be deleted from database.

**Explanation**  A particular site entry could not be deleted from the database.

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

**Error Message**  %APF-3-SITE_FAILURE: Cannot find apgroup [chars]

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

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

**Error Message**  APF-0-SITE_AP_GROUP_MISCONFIGURED: Cannot find apgroup %s for AP %02x:%02x:%02x:%02x:%02x:%02x. Using default-group.

**Explanation**  The apgroup of the access point is not currently configured in this controller.

**Recommended Action**  Assign an access point to the appropriate access point group.
Error Message  %APF-3-SITE_INVALID_VALUE: Invalid value in AP group

Explanation  The value in the AP group is invalid.

Recommended Action  Delete and re-create the AP group.

Error Message  %APF-3-SITE_NO_AP_GROUP: Cannot find apgroup for AP

Explanation  No AP group is set for the AP.

Recommended Action  Set the AP group for the AP.

Error Message  %APF-3-SITE_NOT_FOUND: Cannot find AP group

Explanation  An internal error has occurred when processing AP group definitions. Groups might not be correctly configured.

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

Error Message  %APF-3-SITE_NULL_WLAN: Invalid value 0 for WLAN

Explanation  WLAN 0 is not valid.

Recommended Action  No action is required.

Error Message  %APF-3-SITE_NO_NAME: Site [dec] has no name.

Explanation  The site has no name.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %APF-0-SITE_OVERRIDE_CONFIG_RESET: Resetting site override config.

Explanation  The system is resetting the site override configuration.

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

Error Message  %APF-3-SOCK_OPER_FAILED: Socket operation [chars] on a socket returned failure with error [dec].

Explanation  A socket operation on a socket has failed.

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

Error Message  %APF-1-STA_IPADDR_CONFLICT: Station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] connected to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on port [dec] is attempting to register one of our own IP addresses.

Explanation  A station connected to AP is attempting to register one of our own IP addresses.

Recommended Action  Please reconfigure the IP address of the station.

Error Message  %APF-6-SUP_MOBILE_CLIENTS: Support [dec] mobile clients!

Explanation  Support for mobile clients!

Recommended Action  No action is required.

Error Message  %APF-6-TKIP_REQ_REJECT: Rejecting RSN request for unicast TKIP from mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

Recommended Action  No action is required.
**Error Message**  
%APF-1-TRUSTED_AP_POL_FAILED: Trusted AP Policy failed for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - [chars].

**Explanation**  
A trusted AP Policy has failed for the AP.

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

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**Error Message**  
%APF-1-UNABLE_ADD_ROGUE_AP_LRAD_ENTRY: Unable to add Rogue AP Lrad entry.

**Explanation**  
Unable to add a rogue AP LRAD entry.

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

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**Error Message**  
%APF-1-UNABLE_ADD_ROGUE_CLIENT_ENTRY: Unable to add new rogue Client entry [chars]

**Explanation**  
Unable to add a new rogue client entry.

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

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**Error Message**  
%APF-1-UNABLE_ADD_ROGUE_CLIENT_LRAD_ENTRY: Unable to add Rogue Client LRAD entry.

**Explanation**  
Unable to add a rogue client LRAD entry.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Error Message  %APF-3-UNABLE_ALLOC_MEM_OFF_STACK: Unable to allocate memory off the stack.

Explanation  Unable to allocate memory off the stack.

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

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

Explanation  Unable to create the WLAN for the Cisco AP.

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

Error Message  %APF-1-UNABLE_TO_CONTAIN_ROGUE_AP: Unable to contain rogue AP [chars].

Explanation  Unable to contain the rogue AP.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %APF-3-UNABLE_TO_ENCAP_DELTS_HDR: Unable to encapsulate DELTS header for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Internal system error

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

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**Error Message**  %APF-3-UNABLE_TO_ENTER_STATE_AP: Unable to properly enter state [dec] AP [chars].

**Explanation**  Unable to properly enter the AP state.

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

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**Error Message**  %APF-3-UNABLE_TO_ENTER_STATE_CLIENT: Unable to properly enter state [dec] client [chars].

**Explanation**  Unable to properly enter the client state.

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

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**Error Message**  %APF-3-UNABLE_TO_EXIT_STATE_AP: Unable to properly exit state [dec] AP [chars].

**Explanation**  Unable to properly exit the AP state.

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

**Error Message** %APF-4-UNABLE_TO_FIND_RSCB: Unable to find rscb for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Internal system error

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

**Error Message** %APF-3-UNABLE_TO_INIT_VAP: Unable to initialize VAP [chars].

**Explanation** Unable to initialize the VAP.

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

**Error Message** %APF-1-UNABLE_TO_KEEP_ROUGE_CONTAIN: Unable to keep rogue [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in contained state - no available AP to contain.

**Explanation** Unable to keep rogue in a contained state; the system has no available AP to contain the rogue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  \%APF-1-UNABLE_TO_PERFORM_MAC_AUTH: Unable to perform MAC authorization on [chars]

**Explanation**  Unable to perform MAC authorization.

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

**Error Message**  \%APF-4-UNABLE_TO_SAVE_SUPP_RATES: Unable to save supported rates for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] ([int],[int])

**Explanation**  Unable to save supported rates for a station.

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

**Error Message**  \%APF-3-UNABLE_TO_UPDATE_ROGUE_CLIENT: Unable to update state [dec] Rogue client [chars].

**Explanation**  Unable to update the rogue client state.

**Recommended Action**  No action is required.

**Error Message**  \%APF-3-UNABLE_TO_UPDATE_STATE_ROGUE_AP: Unable to update state [dec] Rogue AP [chars].

**Explanation**  Unable to update the rogue AP state.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message: %APF-1-UNABLE_TO_VALIDATE_ROGUE_AP_POL: Unable to validate rogue AP policy for [chars].

Explanation: Unable to validate the rogue AP policy. The system cannot auto contain the AP.

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

Error Message: %APF-3-UNKNOWN_RADIO_TYPE: Unknown Radio Type.

Explanation: Radio types can only be 802.11a and 802.11bg.

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

Error Message: %APF-1-UNSUPP_AUTH_ALGO_NUM: Unsupported authentication algorithm number ([dec]) from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

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

Recommended Action: No action is required.

Error Message: %APF-4-UNSUPPORTED_COUNTRY: Country '[chars]' is set to be unsupported.

Explanation: A particular country has been set to be unsupported.

Recommended Action: No action is required.

Error Message: %APF-3-UNSUPPP_RADIO_TYPE: Unsupported Radio Type.

Explanation: Radio types can only be 802.11a and 802.11bg.

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

**Error Message** %APF-3-UPDATE_FOREIGN_AP_FAILED: Could not update foreign AP [chars].

**Explanation** Could not update the foreign AP.

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

**Error Message** %APF-3-UPDATE_FOREIGN_AP_INTF_FAILED: Could not update foreign AP interface [chars].

**Explanation** Could not update the foreign AP interface.

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

**Error Message** %APF-4-UPDATE_MOBILE_LOCATION_FAILED: Could not update the mobile station location. [chars]. AP:[chars]. Port:[dec]. Config:[dec].

**Explanation** Could not update the mobile station location.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 3  APF AUTOINST and AVL System Messages

APF Messages

**Error Message**  %APF-6-USER_DEFAULT_CIPHER_SUITE: Using default settings for [chars]
Cipher Suite for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Recommended Action**  No action is required.

**Error Message**  %APF-1-USER_ADD_FAILED: Unable to create username [chars] for mobile[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Could not create the associated username entry for a mobile due to internal error.

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

**Error Message**  %APF-1-USER_DEL_FAILED: Unable to delete username [chars] for mobile[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Unable to delete username entry for a mobile. Entry not found.

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

**Error Message**  %APF-3-VALIDATE_CCKM_REASS_REQ_ELEMENT_FAILED: Could not validate the CCKM Reassociation request element.[chars]. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation**  Validation for CCKM Reassociation request element failed. Check the reason for failure in error message.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %APF-3-VALIDATE_DOT11i_AUTH_FAILED: Could not validate the WPA security IE. [chars]. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Validation for WPA security information element failed. The supported AKM types are CCKM, DOT1X and PSK.

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

**Error Message**  %APF-3-VALIDATE_DOT11i_CIPHERS_FAILED: Could not validate Dot11i security IE. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Validation for Dot11i security IE failed. Received invalid RSN cipher suite or an invalid Unicast/Multicast WPA OUI code.

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

**Error Message**  %APF-6-VALIDATE_RSN_IE_FAILED: Could not validate RSN information element. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Invalid length for RSN information element.

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

**Error Message**  %APF-1-VALIDATE_TRUSTED_AP_POL_FAILED: Could not validate trusted AP Policy. [chars]. Rogue Addr: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Could not validate the configuration of AP against the third party Trusted AP Policy.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %APF-4-VAPENTRY_ADD_FAILED: Unable to create VAP profile ‘[chars]’. Could not insert entry into VAP Tree

**Explanation**  Unable to create VAP profile due to internal system error.

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

**Error Message**  %APF-3-VAP_STATUS_SET_FAILED: Could not set VAP status. [chars]. WLAN: [chars]

**Explanation**  Could not enable WLAN. Either preshared key is missing or the WEP key index is invalid or the static WEP key index is same as the dynamic WEP key index.

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

**Error Message**  %APF-6-WARPASSOC_SWITCH_EVENT: WARP switched [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. 1xInitiateCount: [dec]...

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

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

**Error Message**  %APF-6-WARP_ENABLE: Enabling WARP...

**Explanation**  Activating WARP.

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

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

**Explanation**  Failed to initialize WARP.

**Recommended Action**  This is a debug message only. No action is required.
Chapter 3 APF AUTOINST and AVL System Messages

APF Messages

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

**Explanation** WARP KCID information.

**Recommended Action** No action is required.

**Error Message** %APF-3-WATCHENTRY_CREATE_FAILED: Unable to create watchlist entry for 
key [hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[chars].

**Explanation** Internal system error

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

**Error Message** %APF-3-WATCHENTRY_DEL_FAILED: Unable to delete watchlist entry for key 
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[chars].

**Explanation** Internal system error

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

**Error Message** %APF-3-WEP_KEY_SET_FAILED: Could not set the 802.11 WEP key. [chars].

**Explanation** Could not set the WEP key for the WLAN because it is an Invalid 802.11 WEP key.

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

**Error Message** APF-0-WGB_ADD_VLAN_CLIENT_FAILURE: %s: Unable to add wired vlan client
%02x:%02x:%02x:%02x:%02x:%02x Vlan %d WGB %02x:%02x:%02x:%02x:%02x:%02x

**Explanation** The system has failed to add a wired VLAN client. The interface for the specified VLAN does not exist.

**Recommended Action** Configure the interface on the controller for the specified VLAN.
**Error Message**  
%APF-3-WGB_ADD_WIRED_CLIENT_FAILURE: Unable to add wired client [hex]:[hex]:[hex]:[hex]:[hex]:[hex].WGB [hex]:[hex]:[hex]:[hex]:[hex]:[hex].[chars].

**Explanation**  
Failed to add a wired client. WGB data is missing.

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

**Error Message**  
%APF-3-WGB_DATA_MEM_ALLOC_FAILED: [chars]: Unable to allocate [dec] bytes for WGB state.

**Explanation**  
Internal system error.

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

**Error Message**  
%APF-4-WGB_DELETE_WIRED_CLIENT_FAILURE: [chars]: Unable to delete wired client[hex]:[hex]:[hex]:[hex]:[hex]:[hex] from WGB[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

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

**Error Message**  
%APF-3-WGB_INVALID_CLIENT_DELETE_ATTEMPT: [chars]: Attempted to delete a non wgb client as wgb client.

**Explanation**  
Internal system error.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** \%APF-6-WGB_INVALID_PARAM: [chars]: Internal error, no WGB data.

**Explanation** Internal system error.

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

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

**Explanation** Received an IAPP or mobility message where the WGB MAC and wired client MAC are erroneously the same.

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

**Error Message** \%APF-6-WGB_NOT_FOUND: WGB [hex]:[hex]:[hex]:[hex]:[hex]:[hex] not found, no update of wired client info ([hex]:[hex]:[hex]:[hex]:[hex]:[hex][dec].[dec].[dec].[dec]) in WGB table.

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

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

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

**Explanation** The system has failed to plumb in the driver the WGB wired client’s AAA attributes. This is an internal system error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %APF-3-WGB_POLICY: [chars]

**Explanation**  A WGB wired client normally inherits its associated WGB AAA attributes. This operation failed, this is an internal system error.

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

**Error Message**  %APF-3-WGB_UNABLE_TO_ADD_WIRED_CLIENT: [chars]: Unable to add wired client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. WGB [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is either not found, or blacklisted, or is being deleted.

**Explanation**  Failed to add wired a client. Either WGB is not found or is already excluded or is being deleted.

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

**Error Message**  %APF-3-WGB_UNSUPPORTED_IAPP_PKT: [chars]: IAPP Error! Unsupported Pkt/Subtype ([address]:[dec]:[dec])

**Explanation**  Received unsupported IAPP packet type or subtype.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 3      APF AUTOINST and AVL System Messages

Error Message  %APF-3-WGB_WIRED_CLIENT_CREATE_FAILURE: [chars]: Unable to create WGB wired client entry[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  Internal system error.

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

Error Message  %APF-6-WGB_WIRED_CLIENT_ENTRY_NOT_FOUND: WGB ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) table,wired client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] [dec].[dec].[dec]. not found in WGB table.

Explanation  Wired client not found in WGB table.

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

Error Message  %APF-3-WGB_WIRED_CLIENT_MAC_CONFLICT: [chars]

Explanation  Received an IAPP or Mobility message where the WGB MAC and wired client MAC are erroneously the same.

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

Error Message  %APF-3-WGB_WIRED_CLIENT_MAXED_OUT: Unable to add wired client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. WGB [hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  Failed to add wired client. Either reached maximum limit of wired client or due to internal system error.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  APF-0-WGB_WIRED_CLIENT_VLAN_OVERRIDE_FAILURE: %s: Unable to Apply VLAN Override to WGB wired client %02x:%02x:%02x:%02x:%02x!. VLAN %d

**Explanation**  The system has failed to apply a VLAN override for the WGB wired client. The interface is not configured.

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

**Error Message**  %APF-3-WIRED_CLIENT_MEM_ALLOC_FAILURE: [chars]: Unable to allocate WGB wired client structure!

**Explanation**  Internal system error

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

**Error Message**  %APF-3-WIRED_CLIENT_NAC_FAILURE: [chars]: Unable to NAC OOB for WGB wired client entry[hex]:[hex]:[hex]:[hex]:[hex]:[hex]!.

**Explanation**  Internal system error

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

**Error Message**  APF-0-WIRED_GUEST_CREATE_FAILED_ERR: Could not create Mobile Station Entry. %s. Mobile:%02x:%02x:%02x:%02x:%02x, Type: Wired Guest. Mobile rejected.

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

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  APF-0-WIRED_GUEST_CREATE_FAILED_WRN: Could not create Mobile Station Entry. %s. Mobile:%02x:%02x:%02x:%02x:%02x:%02x, Type: Wired Guest. Mobile rejected.

Explanation  The system could not create a mobile station entry.

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

Error Message  %APF-4-WLAN_NOT_ENABLED: WLAN [chars] was NOT enabled.

Explanation  Internal system error

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

Error Message  %APF-4-WLAN_NOT_SUPP: WLAN [dec] is not supported on Cisco AP [chars].

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

Recommended Action  No action is required.

Error Message  %APF-3-WLAN_OUT_OF_RANGE: WlanId [dec] is out of range.

Explanation  WLAN ID is not in the valid range.

Recommended Action  Configure the WLAN ID within the specified range.

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

Explanation  After data upgrade rogue clean up timer is less than a minute. Setting it to minimum rogue clean up timer value.

Recommended Action  This is a debug message only. No action is required.
Error Message %APF-2-BAD_PMK_CACHE_ENTRY: Found a bad PMK cache entry for Station:[hex]:[hex]:[hex]:[hex]:[hex]:[hex] deleting the entry

Explanation Internal system error

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

Error Message %APF-3-INVALID_SEC_COMBINATION: Cannot configure export anchor when IPv6 is enabled.

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

Recommended Action Please disable IPv6 if export anchors need to be added to the WLAN configuration.

Error Message %APF-0-NOTIFICATION_TIMER_NOT_CREATED: [chars] Could not create Apf-Locep Notification timer...

Explanation Could not create APF-LOCP Notification timer.

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

Error Message %APF-3-WIRED_CLIENT_NAC_FAILURE: [chars]: Unable to NAC OOB for WGB wired client entry[hex]:[hex]:[hex]:[hex]:[hex]:[hex]!.

Explanation Internal system error

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

This section contains AutoInstall (AUTOINST) messages.

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

**Explanation**  The AutoInstall task could not be started.

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

**Error Message**  %AUTOINST-3-MSGTAG002: User aborted Auto Install process.

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

**Recommended Action**  No action is required.

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

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

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

**Error Message**  %AUTOINST-3-MSGTAG004: Could not write resolve.conf.

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

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

This section contains AVL tree (AVL) messages.

Error Message  %AVL-0-TREE_CORRUPT: AVL Tree [address] is corrupt

Explanation  The AVL Tree is corrupt. Internal system error

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
CHAPTER 4

BASE and BCAST System Messages

This chapter contains the following topics:
- BASE Messages, page 4-1
- BCAST Messages, page 4-2

BASE Messages

This section contains BASE subsystem (BASE) messages.

Error Message  %BASE-3-FILE_WRITE_FAIL: LIF: Error writing config file [chars].

Explanation  The system encountered an error when writing to the configuration file.

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

Error Message  %BASE-6-LIF_DEL: LIF: Could not find matching table entry for LIF [dec].

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

Recommended Action  No action is required.
BCAST Messages

This section contains broadcast (BCAST) messages.

**Error Message** %BCAST-4-CLIENT_NUM_GRP_EXCEEDED: NUM of multicast groups the client has joined has exceeded max allowed number

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

**Recommended Action** No action is required.
**Error Message**  
%BCAST-3-CONFIG_SAVE_FAIL: Failed to save the Broadcast/Multicast configuration.

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

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

**Error Message**  
%BCAST-3-COUNT_MISMATCH: Client count mismatched between database count and running count. Database count = %d count = %d

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

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

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

**Explanation**  
The system has failed to forward multicast packets over the DS.

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

**Error Message**  
%BCAST-4-FAP_FWD_FAILED: Failed to forward multicast pkt to foreignAPs.

**Explanation**  
The system has failed to forward a multicast packet to foreign APs.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 4    BASE and BCAST System Messages

BCAST Messages

Error Message  %BCAST-4-IGMPSEND_FAILED: Transmission of IGMP report packet failed
Explanation  The system has failed to transmit the IGMP report packet.
Recommended Action  No action is required.

Error Message  %BCAST-3-IGMP_TYPE_MISMATCH: IGMP Type [int] for packet received from wireless is not supported
Explanation
Recommended Action  No action is required.

Error Message  %BCAST-3-INVALID_VLANID: Received an IGMP query with invalid vlanid
Explanation  The system has received an IGMP query with an invalid VLAN ID. The packet will be ignored.
Recommended Action  No action is required.

Error Message  %BCAST-4-LRAD_FWD_FAILED: Failed to forward multicast pkt to LRAD
Explanation  The system has failed to forward the multicast packet to LRAD.
Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %BCAST-3-MAC_ADDR_MISMATCH: client addr between the bcast database and the mscb fails
Explanation  There is a mismatch between the BCAST database and MSCB database.
Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 4      BASE and BCAST System Messages

BCAST Messages

Error Message  %BCAST-3-MCAST_BCAST_DISABLE: Automatically disabling multicast/broadcast forwarding (reason: [chars])

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

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

Error Message  %BCAST-4-MGID_QUEUE_EMPTY: Mgid queue is empty!

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

Recommended Action  No action is required.

Error Message  %BCAST-4-PKT_TYPE_NOT_EOIP: Packet over the tunnel [type [dec]] is not Ethernet over IP packet.

Explanation  A packet that is not of the Ethernet over IP protocol type is being dropped in the tunneled packet processing.

Recommended Action  No action is required.

Error Message  %BCAST-4-Q_ADD_FAILED: Broadcast/Multicast queue add failed.

Explanation  If the message is seen repeatedly, it means some host in the network is flooding with too many broadcast ARP requests or CDP packets.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %BCAST-4-RX_LLC: Received broadcast LLC packet.

**Explanation**  A multicast packet has been received with the protocol type LLC.

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

**Error Message**  %BCAST-4-RX_LWAPP_CTL: Received broadcast lwapp control packet.

**Explanation**  Broadcast processing should not receive an LWAPP control packet. These packets are meant for LWAPP processing.

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

**Error Message**  %BCAST-4-RX_WRONG_ETYPE: Received invalid mcast packet of type [hex].

**Explanation**  The system has received a multicast packet with the protocol type greater than or equal to 1500.

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

**Error Message**  %BCAST-4-TUNNELED_NOT_DIX: Tunneled pkt not a DIX pkt. protocol type is [dec]

**Explanation**  The remote controller always tunnels a DIX packet. The controller drops non-DIX packets.

**Recommended Action**  No action is required.
**Error Message** %BCAST-4-TUNNELED_NOT_MCAST: Tunneled pkt is not a multicast pkt.

**Explanation** A tunneled unicast packet is being dropped in the tunneled multicast processing.

**Recommended Action** No action is required.

**Error Message** %BCAST-3-UNSUPPORTED_RX_FLAG: Packet with unsupported RX Flag [dec].

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

**Error Message** %BCAST-3-UNSUPPORTED_MSG_TYPE: Received unsupported message (type = [dec]).

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

**Recommended Action**

**Error Message** %BCAST-4-VAPID_OUT_OF_RANGE: In broadcast/multicast processing client database has incorrect wlan information, hence dropping packet. (wlan [dec]).

**Explanation** In broadcast/multicast processing, the WLAN ID of the client in its database is beyond the range of the valid WLAN IDs.

**Recommended Action** No action is required.
BOOTP and BUFF System Messages

This chapter contains the following topics:

- BOOTP Messages, page 5-1
- BUFF Messages, page 5-8

BOOTP Messages

This section contains bootstrap protocol (BOOTP) messages.

Error Message  %BOOTP-7-BOOT_FILE_NAME:   file: [chars].

Explanation  The boot filename specified in the BOOTP packet appears.

Recommended Action  No action is required.

Error Message  %BOOTP-7-BOOTP_FLAGS:   flags: [hex].

Explanation  The flag option in the BOOTP packet appears.

Recommended Action  No action is required.

Error Message  %BOOTP-7-BOOTP_HOPS:    hops: [dec].

Explanation  The hops option in the BOOTP packet appears.

Recommended Action  No action is required.

Error Message  %BOOTP-7-BOOTP_HW_LEN:  hlen: [dec].

Explanation  The hardware address length in the bootp packet appears.

Recommended Action  No action is required.
Chapter 5      BOOTP and BUFF System Messages

Error Message  %BOOTP-7-BOOTP_HW_TYPE: htype: [chars].
Explanation    The hardware address type in the BOOTP packet appears.
Recommended Action No action is required.

Error Message  %BOOTP-7-BOOTP_OP_CODE: BOOTP[chars] op: [chars].
Explanation    The BOOTP opcode appears.
Recommended Action No action is required.

Error Message  %BOOTP-7-BOOTP_OPT_AP: [chars]:
Explanation    The first vendor option appears.
Recommended Action No action is required.

Error Message  %BOOTP-7-BOOTP_OPT_HOSTNAME: [chars]: [chars].
Explanation    The hostname option in the BOOTP packet appears.
Recommended Action No action is required.

Error Message  %BOOTP-7-BOOTP_OPT_VAL: [chars][chars]
Explanation    The actual value of the vendor option appears.
Recommended Action No action is required.

Error Message  %BOOTP-7-BOOTP_REPLY_RECVED: BOOTP Reply received
Explanation    The BOOTP Reply has been received.
Recommended Action No action is required.

Error Message  %BOOTP-7-BOOTP_SECS: secs: [dec].
Explanation    The elapsed seconds in the BOOTP packet appears.
Recommended Action No action is required.

Error Message  %BOOTP-7-BOOTP_SENT_SUCCESS: BOOTP Request Packet sent successfully
Explanation    A BOOTP request packet has been sent successfully.
Recommended Action No action is required.
Error Message  %BOOTP-0-BOOTP_TASK_CREAT_FAILED: Failed to Create BOOTP Task.

Explanation  The system has failed to create a BOOTP task.

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

Error Message  %BOOTP-3-BOOTP_TIME_OUT: Timed out waiting for BOOTP reply

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

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

Error Message  %BOOTP-7-BOOTP_VEND_OPT:   options:.

Explanation  The vendor options in the BOOTP packet appear.

Recommended Action  No action is required.

Error Message  %BOOTP-7-BOOTP_WAIT_REPLY: Waiting for the BOOTP Reply

Explanation  The system is waiting for the BOOTP reply.

Recommended Action  No action is required.

Error Message  %BOOTP-7-BOOTP_XID:          xid: [hex].

Explanation  The transaction ID in the BOOTP packet appears.

Recommended Action  No action is required.

Error Message  %BOOTP-7-BOOTP_YIADDR:          my IP: [chars].

Explanation  The yiaddr field in the BOOTP packet appears.

Recommended Action  No action is required.
**Error Message**  %BOOTP-7-CLIENT_HW_ADDR:  hw_addr:

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

**Recommended Action**  No action is required.

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**Error Message**  %BOOTP-7-CLIENT_IP_ADDR:  client IP: [chars].

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

**Recommended Action**  No action is required.

---

**Error Message**  %BOOTP-3-GET_BOOTP_OPT_FAILED: Failed to get the [chars] option from the BOOTP packet

**Explanation**  The system has failed to get an option from the BOOTP packet.

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

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**Error Message**  %BOOTP-3-GET_BOOTP_STRUCT_FAILED: Unable to get the BOOTP structure for the [chars]

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

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

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**Error Message**  %BOOTP-7-GWAY_IP_ADDR:  gateway IP: [chars].

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

**Recommended Action**  No action is required.
Chapter 5  BOOTP and BUFF System Messages

BOOTP Messages

Error Message  %BOOTP-7-HW_ADDR_BYTE: [hex][chars]

Explanation  Each byte in the BOOTP client hardware address appears.

Recommended Action  No action is required.

Error Message  %BOOTP-3-IP_CONF_FAILED: Configuring an IP for [chars] failed

Explanation  The configuration for an IP for a particular interface has failed.

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

Error Message  %BOOTP-4-OPT_NOT_FOUND: The BOOTP option [char] not specified in the Vendor field

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

Recommended Action  No action is required.

Error Message  %BOOTP-7-SENDING_BOOTP_PKT: Sending Bootp Packet.

Explanation  The system is sending a BOOTP packet.

Recommended Action  No action is required.

Error Message  %BOOTP-7-SERVER_IP_ADDR: server IP: [chars].

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

Recommended Action  No action is required.

Error Message  %BOOTP-7-SERV_HOST_NAME: server: [chars].

Explanation  The server hostname in the BOOTP packet appears.

Recommended Action  No action is required.
Error Message  %BOOTP-3-SET_BROADADDR_FAILED: Setting broadcast address on the socket failed.

Explanation  An error occurred while setting the broadcast address on the socket failed.

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

Error Message  %BOOTP-3-SET_IP_FAILED: Unable to set IP address [hex] for the [chars]

Explanation  The system is unable to set the IP address.

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

Error Message  %BOOTP-3-SOCK_BIND_FAILED: Failed to bind the socket.

Explanation  The system has failed to bind the socket.

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

Error Message  %BOOTP-3-SOCK_CREAT_FAILED: Socket creation failed for BOOTP.

Explanation  Socket creation has failed for BOOTP.

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

Error Message  %BOOTP-3-SOCK_OPT_FAILED: Failed to set the option [chars] on the socket.

Explanation  The system has failed to set a socket option.

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

Error Message  %BOOTP-3-SOCK_RECV_FAILED: Receiving the BOOTP packet on a socket failed.

Explanation  The system has failed to receive the BOOTP packet on a socket.

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

Error Message  %BOOTP-3-SOCK_SEND_FAILED: Sending data over the socket failed.

Explanation  An error has occurred while sending data over the socket.

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

This section contains buffer pool (BUFF) messages.

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

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

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

This chapter contains the following topics:

- CAPWAP Messages, page 6-1
- CCX Messages, page 6-20
- CDP Messages, page 6-37
- CIDS Messages, page 6-37

CAPWAP Messages

This section contains CAPWAP messages.

Error Message  %CAPWAP-3-AP_DB_ALLOC: Unable to alloc AP entry in database for [int].[int].[int].[int]:[int]

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

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

Error Message  %CAPWAP-3-AP_DB_ERR1: Unable to find AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] entry in the database, could not process [chars]

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

Recommended Action  Use the show ap summary command to determine if the AP is still joined to the controller. If it is not, the message may be ignored. If it is still joined, restart the AP to ensure that it has the latest configuration.
**Error Message**  %CAPWAP-3-BUFF_ALLOC: Failed to allocate buffer for [chars]

**Explanation**  The system is out of system buffers.

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

**Error Message**  %CAPWAP-2-CAP_MSG_TRACE: [chars]

**Explanation**  Debugging for CAPWAP packet.

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

**Error Message**  %CAPWAP-3-DB_CREATOR_ERR: Database entry for AP [dec]:[dec]:[dec]:[dec] is created in LWAPP, could not process [chars]

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

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

**Error Message**  %CAPWAP-3-DECODE_ERR: Error decoding [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 6 CAPWAP CCX CDP and CIDS System Messages

CAPWAP Messages

Error Message %CAPWAP-3-DISC_AP_MGR_ERR1: Unable to process primary discovery request from AP on interface ([int]), VLAN ([int]), could not get AP manager [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

Recommended Action Correct the AP manager interface configuration.

Error Message %CAPWAP-3-DISC_AP_MGR_ERR2:

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

Recommended Action Correct the AP manager interface configuration.

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

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

Recommended Action No action is required.

Error Message %CAPWAP-3-DISC_INTF_ERR1: Ignoring discovery request received on non-management interface ([int]) from AP [hex]:[hex]:[hex]:[hex]:[hex]

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

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

Error Message %CAPWAP-3-DISC_INTF_ERR2: Ignoring discovery request received on a wrong VLAN ([dec]) on interface ([int]) from AP [hex]:[hex]:[hex]:[hex]:[hex]

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

Recommended Action Check the network configuration to ensure that packets from the AP are correctly routed.
**Error Message** %CAPWAP-3-DISC_MAX_AP1: Dropping discovery request from AP
[hex]:[hex]:[hex]:[hex]:[hex] - limit for maximum APs supported [dec] reached

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

**Recommended Action** No action is required.

**Error Message** %CAPWAP-3-DISC_MAX_AP2: Dropping primary discovery request from AP
[hex]:[hex]:[hex]:[hex]:[hex] - maximum APs joined [dec]/[dec]

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.
**Chapter 6  CAPWAP CCX CDP and CIDS System Messages**

**CAPWAP Messages**

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

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

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

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

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

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

**Error Message** %CAPWAP-3-DTLS_CLOSED_ERR: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]: DTLS connection closed for AP [int]:[int]:[int]:[int]: Controller: [int]:[int]:[int]:[int]: ([chars])

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

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

**Error Message** %CAPWAP-3-DTLS_CONN_ERR: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]: DTLS connection not found for AP [int]:[int]:[int]:[int]: ([chars])

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

**Recommended Action** Check if the AP entry is present in the database. Use the `show ap summary` or `show dtls connection` command to see if the AP entry exists in the database.
**Error Message**  %CAPWAP-3-DTLS_DB_ERR: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]: Failed to create DTLS connection for AP [int]:[int]:[int]:[int] ([int]).

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

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

**Error Message**  %CAPWAP-3-DTLS_DEL_ERR: Failed to disconnect DTLS connection for AP [int].[int].[int].[int] ([int]).

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

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

**Error Message**  %CAPWAP-3-ECHO_ERR: Did not receive heartbeat reply; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

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

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

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

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %CAPWAP-3-HDR_ENCAP_ERR: Unable to encapsulate CAPWAP header for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

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

Error Message  %CAPWAP-3-HDR_ENCAP_ERR2: Unable to encapsulate CAPWAP header for AP [int].[int].[int].[int]:[int]

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

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

Error Message  %CAPWAP-3-IMAGE_DOWNLOAD_ERR: Refusing [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - controller image upgrade is in process

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

Recommended Action  No action is required.

Error Message  %CAPWAP-3-IMAGE_DOWNLOAD_ERR2: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - max downloads ([dec]) in progress

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

Recommended Action  No action is required.
Chapter 6  CAPWAP CCX CDP and CIDS System Messages

**Error Message** %CAPWAP-3-IMAGE_DOWNLOAD_ERR3: Refusing image download request from AP - unable to open image file [chars]

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

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

**Error Message** %CAPWAP-3-IMAGE_DOWNLOAD_ERR4: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - unable to open MD5 file [chars]

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

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

**Error Message** %CAPWAP-3-INIT_ERR: Failed to initialize [chars].

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

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %CAPWAP-3-INVALID_MSG: The system has detected an invalid message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] type ([dec])

**Explanation** The information that was received on the controller was not understood. The message was dropped.

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

**Error Message** %CAPWAP-3-INVALID_MSG_TYPE: Invalid message type [dec] from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An invalid CAPWAP message was received from the AP. The message was dropped.

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

**Error Message** %CAPWAP-3-INVALID_PAYLOAD: Invalid message element [dec] in [chars] from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An invalid CAPWAP message element was received from the AP. The message was dropped.

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

**Error Message** %CAPWAP-3-INVALID_PAYLOAD2: Invalid message element [dec] in [chars]

**Explanation** An invalid CAPWAP message element was received from the AP. The message was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
**Error Message** %CAPWAP-3-INVALID_PAYLOAD3: Invalid vendor type [dec] in [chars]

**Explanation** An invalid vendor type is in the CAPWAP message element from the AP. The message was dropped.

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

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**Error Message** %CAPWAP-3-INVALID_PREAMBLE: Invalid preamble type ([dec]) in capwap message from [int].[int].[int].[int] [int]

**Explanation** An invalid preamble type is in the CAPWAP message. The message was dropped.

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

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**Error Message** %CAPWAP-3-INVALID_RET_CODE: Invalid result code [dec]. Failed to [chars]

**Explanation** An invalid result code resulted while processing. The message was dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %CAPWAP-3-INVALID_STATE_EVENT: Invalid AP event ([dec]) and state ([dec]) combination

Explanation  The event and state combination is not valid in CAPWAP. The event is ignored.

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

Error Message  %CAPWAP-3-IP_ERR: Could not plumb AP’s ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) IP address ([dec].[dec].[dec].[dec]), next hop MAC ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) and VLAN ([dec]) to fast path

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

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

Error Message  %CAPWAP-3-IP_PROT_ERR: IP protocol ([dec]) in the received packet - from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not UDP, CAPWAP packets are only UDP, dropping the packet

Explanation  An invalid packet received from the AP was dropped.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %CAPWAP-3-JOIN_TMR_START_ERR: Failed to start [chars] timer for AP [int].[int].[int].[int]:[int]

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

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

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**Error Message**  %CAPWAP-3-LRAD_MTU_ERR: Failed to set MTU [dec] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

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

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

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**Error Message**  %CAPWAP-3-MBUF_ERR: No more system buffers, could not receive CAPWAP packet

**Explanation**  The system is out of system buffers.

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

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**Error Message**  %CAPWAP-0-MSG_QUEUE_ERR: CAPWAP message queue has not been created

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

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

**Error Message**  
%CAPWAP-3-MSG_SEND_ERR2: Unable to send [chars] message to CAPWAP  

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

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

**Error Message**  
%CAPWAP-3-MTU_INIT_ERR: Failed to initialize global MTU. Multicast traffic will be affected.

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

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

**Error Message**  
%CAPWAP-3-POST_DECODE_ERR: Post decode processing failed for [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %CAPWAP-3-REASSEM_LOCK_ERR: Could not obtain exclusive access to reassembly table for [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Access to the internal reassembly database has failed. The CAPWAP reassembly failed, and packets might have been dropped.

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

**Error Message**  %CAPWAP-3-REASSEM_MAX_FRAG: Received more fragments ([dec]) than supported. Dropping message from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The system has received more CAPWAP fragments than supported. The CAPWAP reassembly failed, and the packet might have been dropped.

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

**Error Message**  %CAPWAP-3-REASSEM_MAX_SIZE: Unable to accommodate fragments from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** The total size of the CAPWAP fragments is greater than the supported limit. Reassembly has failed, and the packet might be dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %CAPWAP-3-REASSEM_SPACE: Unable to store capwap fragment from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  The system has failed to store the CAPWAP fragment. Reassembly has failed, and packets might be dropped.

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

Error Message  %CAPWAP-3-RECV_FAIL: Could not process CAPWAP packet

Explanation  An internal error has occurred while processing the CAPWAP packet. The packet was dropped.

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

Error Message  %CAPWAP-3-RESTART_ECHO_TIMER_ERR: Failed to restart heartbeat timer for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

Recommended Action  No action is required.

Error Message  %CAPWAP-2-SEM_CREATE_ERR: Could not create semaphore [chars]

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

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %CAPWAP-3-SEM_RELEASE_ERR: Could not release exclusive access of AP entry for \[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\] in the database

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

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

Error Message  %CAPWAP-3-SIMUL_DTLS_HANDSHAKES: Ignoring discovery request from AP \[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\] - maximum number of simultaneous dtls sessions \([\text{int}]\) exceeded

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

Recommended Action  No action is required.

Error Message  %CAPWAP-2-SOCK_ERR: Error \[chars\] CAPWAP socket

Explanation  An internal error has occurred. The CAPWAP subsystem could not be initialized.

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

Error Message  %CAPWAP-3-SOCK_ERR2: Socket select error \([\text{dec}]\)

Explanation  An internal error caused a temporary failure in a message handling process. The system is attempting to recover from this situation.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 6      CAPWAP CCX CDP and CIDS System Messages

CAPWAP Messages

Error Message %CAPWAP-3-SOCK_ERR3: Could not read from the CAPWAP socket

Explanation A failure occurred when processing an internal CAPWAP message. The system might become unstable.

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

Error Message %CAPWAP-3-SOCK_ERR4: Could not read from CAPWAP socket, frame length out of bounds ([dec])

Explanation A failure occurred when processing an internal CAPWAP message. The system might become unstable.

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

Error Message %CAPWAP-2-TASK_CREATE_ERR: Failed to create CAPWAP [chars] task

Explanation An internal error occurred. The CAPWAP subsystem could not be initialized. APs might not be able to join the controller.

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

Error Message %CAPWAP-3-TEMP_AP_DB_ALLOC: Unable to alloc temporary AP entry in database for [int].[int].[int].[int]:[int]

Explanation Due to an internal error, an AP entry could not be added to the database. The AP might not join the controller.

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

**Error Message**  
%CAPWAP-3-TMR_FREE_ERR: Failed to free [chars] timer; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
An internal error occurred while processing a timer. The AP might not operate as expected.

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

**Error Message**  
%CAPWAP-3-TMR_START_ERR: Failed to start [chars] timer for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

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

**Error Message**  
%CAPWAP-3-TMR_STOP_ERR: Failed to stop [chars] timer for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Due to an internal error, the timer stop could not be triggered. The AP might not operate as expected.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %CAPWAP-3-TX_ERR: Failed to transmit [chars] to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Because of an internal error, a CAPWAP message could not be transmitted.

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

**Error Message**  %CAPWAP-3-TX_ERR2: Could not transmit CAPWAP control packet (error = [int])

**Explanation**  Because of an internal error, a CAPWAP message could not be transmitted.

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

**Error Message**  %CAPWAP-3-UDP_PORT_ERR: Received invalid UDP port ([dec]) in the packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

**Explanation**  An invalid packet that was received from the AP was dropped.

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

**Error Message**  %CAPWAP-3-UNSUPPORTED_TYPE: Received an invalid [chars] ([dec]): AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The information received on the controller was not understood. The message was dropped.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %CAPWAP-3-UNSUPPORTED_TYPE1: Received an invalid [chars] ([dec])

Explanation  The information received on the controller was not understood. The message was dropped.

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

CCX Messages

This section contains Cisco Compatible eXtensions (CCX) messages.

Error Message  %CCX-3-AP_NOT_FOUND: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not exist.

Explanation  The specified access point cannot be found.

Recommended Action  Verify that this access point is registered in the current access point list on the controller.

Error Message  %CCX-3-DIAG_EVENTLOG_MALLOC_FAILED: Out of memory for storing CCXv5 Event Log data from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An internal system error has occurred.

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

Error Message  %CCX-6-DIAG_EVENTLOG_MALLOC_SUCCESS: CCX Event Log memory allocated successfully for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An internal system error has occurred.

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

Chapter 6     CAPWAP CCX CDP and CIDS System Messages

CCX Messages

Error Message  %CCX-0-DIAG_TASK_CREATE_FAILED: Failed to create CCX diagnostic task

Explanation  An internal system error has occurred.

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

Error Message  %CCX-3-L2ROAM_GET_CFG: L2Roam Configuration file is corrupted... clearing.

Explanation  The system has failed to read the L2Roam configuration file.

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

Error Message  %CCX-3-L2ROAM_INIT: Failed to initialize L2Roam ...

Explanation  An internal system error has occurred.

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

Error Message  %CCX-4-L2ROAM_LOAD_CFG: Unable to load L2Roam configuration.

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Chapter 6      CAPWAP CCX CDP and CIDS System Messages

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

**Error Message**  %CCX-3-L2ROAM_MSGID: [chars]: received invalid message id [int]

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

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

**Error Message**  %CCX-3-L2ROAM_QUEUE: [chars]: message queue does not exist. Exiting...

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

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

**Error Message**  %CCX-3-L2ROAM_REG: Failed to register for LWAPP notifications.

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

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

**Error Message**  %CCX-0-L2ROAM_TASK_CREATE: Failed to create CCX L2Roam task [hex].

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

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

**Error Message**  %CCX-3-L2ROAM_TIMER_CREATE1: Failed to initialize L2Roam settle timer.

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

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

**Error Message**  %CCX-3-L2ROAM_TIMER_CREATE2: cannot initialize L2Roam List Update timer.

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

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

**Error Message**  %CCX-3-L2ROAM_TIMER_DEL1: Failed to delete L2Roam settle timer.

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

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %CCX-3-L2ROAM_TIMER_DEL2: Failed to delete L2Roam List Update timer.

Explanation  An internal system error has occurred.

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

Error Message  %CCX-3-L2ROAM_TIMER_START1: Failed to start L2Roam settle timer.

Explanation  An internal system error has occurred.

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

Error Message  %CCX-3-L2ROAM_TIMER_START2: Failed to start L2Roam List Update timer.

Explanation  An internal system error has occurred.

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

Error Message  %CCX-3-L2ROAM_TIMER_STOP1: Failed to stop L2Roam settle timer.

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %CCX-3-L2ROAM_TIMER_STOP2: Failed to stop L2Roam List Update timer.

Explanation  An internal system error has occurred.

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

Error Message  %CCX-3-L2ROAM_WRITE_CFG: Error on call to osapiFsWrite routine on config file [chars].

Explanation  The system has failed to save the L2Roam configuration file.

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

Error Message  %CCX-3-MSGTAG001: Error on call to osapiFsWrite routine on config file [chars].

Explanation  An error has occurred on a call to osapiFsWrite routine in the configuration file shown.

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

Error Message  %CCX-3-MSGTAG002: CCX RM Configuration file is corrupted... clearing.

Explanation  The CCX RM configuration file is corrupted.

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

**Error Message**  
%CCX-3-MSGTAG003: CCX RM Client database already initialized

**Explanation**  
The CCX RM client database is already initialized.

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

**Error Message**  
%CCX-6-MSGTAG004: Creating AVL Tree with [dec] entries for CCX RM ClientDatabase

**Explanation**  
The system is creating an AVL Tree with the number entries shown for the CCX RM ClientDatabase.

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

**Error Message**  
%CCX-3-MSGTAG005: CCX RM Client database already initialized

**Explanation**  
The CCX RM client database is already initialized.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %CCX-6-MSGTAG006: Creating AVL Tree with [dec] entries for CCX RM ClientDatabase

Explanation The system has created an AVL Tree with the number of entries shown for CCX RM ClientDatabase.

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

Error Message %CCX-4-MSGTAG007: Unable to load CCX RM configuration

Explanation The system is unable to load the CCX RM configuration.

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

Error Message %CCX-3-MSGTAG008: Unable to load CCX Client RM Db(AVL Tree)

Explanation The system is unable to load the CCX Client RM Db AVL Tree.

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

Error Message %CCX-3-MSGTAG009: Unable to load CCX Bcast RM Db(AVL Tree)

Explanation The system is unable to load the CCX BCAST RM Db AVL Tree.

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

**Error Message**  %CCX-3-MSGTAG010: Reached max Rm clients. dropping[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system has reached the maximum RM clients. The system is dropping the client shown.

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

**Error Message**  %CCX-3-MSGTAG011: Adding to CCX RM Bcast Database failed for[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Updation of the CCX RM BCAST Database failed for[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

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

**Error Message**  %CCX-4-MSGTAG012: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has unsupported CCXversion [dec]

**Explanation**  The mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has an unsupported CCXversion.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %CCX-0-MSGTAG013: Failed to create CCX RM Task

Explanation The system has failed to create the CCX RM Task.

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

Error Message %CCX-6-MSGTAG014: Created CCX RM Task (rc=[dec])

Explanation The system has created CCX RM Task (rc=[dec]).

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

Error Message %CCX-3-MSGTAG015: [chars]: msg queue does not exist. Exiting...

Explanation The [chars]: msg queue does not exist. Exiting...

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

Error Message %CCX-3-MSGTAG016: [chars]: received invalid msg id [int]

Explanation The system has received an invalid MSG ID shown.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %CCX-0-MSGTAG020: Failed to create E2E message queue

Explanation The system has failed to create an E2E message queue.

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

Error Message %CCX-0-MSGTAG021: Failed to create E2E message queue

Explanation The system has failed to create an E2E message queue.

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

Error Message %CCX-0-MSGTAG022: Failed to create E2E Task

Explanation The system has failed to create an E2E task.

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

Error Message %CCX-4-MSGTAG023: Unable to load e2e configuration

Explanation The system is unable to load an E2E configuration.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message: `%CCX-3-MSGTAG024: Error on call to osapiFsWrite routine on config file [chars].`

Explanation: An error has occurred on a call to osapiFsWrite routine in the configuration file shown.

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

Error Message: `%CCX-3-MSGTAG025: E2E Configuration file is corrupted... clearing.`

Explanation: The E2E configuration file is corrupted.

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

Error Message: `%CCX-0-MSGTAG026: Failed to create CCX Example Task`

Explanation: The system has failed to create the CCX example task.

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

Error Message: `%CCX-3-MSGTAG027: [chars]: msg queue does not exist. Exiting...`

Explanation: [chars]: msg queue does not exist.

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

Error Message  %CCX-3-MSGTAG028: [chars]: received invalid msg type [int]

Explanation  [chars]: The system has received invalid msg type [int]

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

Error Message  %CCX-4-MSGTAG029: Unable to load L2ROAM configuration

Explanation  The system is unable to load the L2ROAM configuration.

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

Error Message  %CCX-3-MSGTAG030: cannot initialize L2ROAM lrad Settle timer.

Explanation  The system cannot initialize the L2ROAM LRAD settle timer.

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

Error Message  %CCX-3-MSGTAG031: cannot start L2ROAM lrad settle timer.

Explanation  The system cannot start the L2ROAM LRAD settle timer.

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

**Error Message**  %CCX-3-MSGTAG032: cannot stop L2ROAM lrad settle timer.

**Explanation** The system cannot stop the L2ROAM LRAD settle timer.

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

**Error Message**  %CCX-3-MSGTAG033: cannot uninitialize L2ROAM lrad settle timer.

**Explanation** The system cannot uninitialize the L2ROAM LRAD settle timer.

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

**Error Message**  %CCX-3-MSGTAG034: cannot start L2ROAM List Update timer.

**Explanation** The system cannot start the L2ROAM List Update timer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %CCX-3-MSGTAG035: cannot register for spam notifications.

Explanation The system cannot register for spam notifications.

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

Error Message %CCX-3-MSGTAG036: cannot initialize L2ROAM List Update timer.

Explanation The system cannot initialize the L2ROAM List Update timer.

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

Error Message %CCX-3-MSGTAG037: cannot start L2ROAM List Update timer.

Explanation The system cannot start the L2ROAM List Update timer.

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

Error Message %CCX-3-MSGTAG038: cannot stop L2ROAM List Update timer.

Explanation The system cannot stop the L2ROAM List Update timer.

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

Error Message  %CCX-3-MSGTAG039: cannot uninitialize L2ROAM List Update timer.

Explanation  The system cannot uninitialize the L2ROAM List Update timer.

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

Error Message  %CCX-3-MSGTAG040: Error on call to osapiFsWrite routine on config file [chars].

Explanation  Error on call to osapiFsWrite routine in the configuration file shown.

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

Error Message  %CCX-3-MSGTAG041: L2ROAM Configuration file is corrupted... clearing.

Explanation  L2ROAM Configuration file is corrupted... clearing.

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

Error Message  %CCX-0-MSGTAG042: Failed to create CCX L2Roam Task [hex]

Explanation  The system has failed to create CCX L2Roam Task [hex]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Chapter 6  CAPWAP CCX CDP and CIDS System Messages

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

Error Message  %CCX-3-MSGTAG043: [chars]: msg queue does not exist. Exiting...

Explanation  The system has detected that the message queue does not exist. The system is exiting.

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

Error Message  %CCX-3-MSGTAG044: Error in initializing l2roam data...

Explanation  The system has detected an error in initializing L2Roam data.

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

Error Message  %CCX-3-MSGTAG045: [chars]: received invalid msg id [int]

Explanation  The system has received an invalid message.

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

Error Message  %CCX-0-MSGTAG046: Failed to create CCX S69 Task

Explanation  The system has failed to create CCX S69 task.

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

This section contains Cisco IDS Prevention System (CIDS) messages.

Error Message %CIDS-3-ADD_RULE_FAILED: Unable to add rules for sensor [dec].[dec].[dec].[dec]

Explanation The system cannot add rules for the sensor.

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

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

Error Message  %CIDS-3-ERROR_CLEAN_UP_SENSOR: Error clean-up sensor [dec]

Explanation An error has occurred in the cleanup sensor.

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

Error Message  %CIDS-3-ERROR_RESET_RULE: Unable to reset cids rule [dec]

Explanation The system cannot reset the CIDS rule.

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

Error Message  %CIDS-3-NULL_SENSOR_POINTER: Error! NULL sensor pointer!

Explanation NULL sensor pointer!

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 6  CAPWAP CCX CDP and CIDS System Messages

CIDS Messages

Error Message  %CIDS-3-PARSER_CLEAN_FAIL: Unable to clean cids parser

Explanation  The system cannot clean the CIDS parser.

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

Error Message  %CIDS-3-PARSER_CREATE_FAIL: Unable to create cids parser

Explanation  The system cannot create the CIDS parser.

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

Error Message  %CIDS-3-RESTART_TIMER_FAIL: Unable to restart timer for sensor [dec].[dec].[dec].[dec]

Explanation  The system cannot restart the timer for the sensor.

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

Error Message  %CIDS-3-RULES_SETUP_FAIL: Unable to setup rules for sensor [dec].[dec].[dec].[dec]

Explanation  The system is unable to set up CIDS rules.

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

**Error Message**  %CIDS-3-SHUN_LIST_DELETE_FAIL: ERROR! shun-list delete from AVL list failed.

**Explanation**  The system failed to delete the shun-list from the AVL list.

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

**Error Message**  %CIDS-1-SHUN_LIST_ENTRY_CREATE_FAIL: Unable to create shun-list entry for ip [dec].[dec].[dec].[dec]

**Explanation**  The system cannot create a shun-list entry.

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

**Error Message**  %CIDS-3-UNABLE_SSL_MUTEX_CALLBACK: Unable to ssl mutex callback for libcurl.

**Explanation**  The system cannot perform an SSL mutex callback for libcurl.

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

This chapter contains the following topics:

- CLI Messages, page 7-1
- CLIWEB Messages, page 7-3
- CNFGR Messages, page 7-5

CLI Messages

This section contains command-line interface (CLI) messages.

Error Message  %CLI-3-INVALID_AP_KEY: Invalid AP Hash Key Provided

Explanation  The system has detected an invalid AP Hash Key provided.

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

Error Message  %CLI-3-LOGIN_FAILED: Login failed. User:[chars], Service type:[dec].

Explanation  Login failed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %CLI-1-TRACE_LEVEL_ALERT: Level Alert.

Explanation  The system has tested if the trace level Alert is enabled or not.

Recommended Action  No action is required. This is for testing purposes only.

Error Message  %CLI-2-TRACE_LEVEL_CRIT: Level Critical.

Explanation  The system has tested if the trace level Critical is enabled or not.

Recommended Action  No action is required. This is for testing purposes only.

Error Message  %CLI-7-TRACE_LEVEL_DEB: Level Debug.

Explanation  The system has tested if the trace level Debug is enabled or not.

Recommended Action  No action is required. This is for testing purposes only.

Error Message  %CLI-0-TRACE_LEVEL_EMER: Level Emergency.

Explanation  The system has tested if the trace level Emergency is enabled or not.

Recommended Action  No action is required. This is for testing purposes only.

Error Message  %CLI-3-TRACE_LEVEL_ERR: Level Error.

Explanation  The system has tested if the trace level Error is enabled or not.

Recommended Action  No action is required. This is for testing purposes only.

Error Message  %CLI-6-TRACE_LEVEL_INFO: Level Information.

Explanation  The system has tested if the trace level Information is enabled or not.

Recommended Action  No action is required. This is for testing purposes only.

Error Message  %CLI-5-TRACE_LEVEL_NOT: Level Notice.

Explanation  The system has tested if the trace level Notice is enabled or not.

Recommended Action  No action is required. This is for testing purposes only.

Error Message  %CLI-4-TRACE_LEVEL_WARN: Level Warning.

Explanation  The system has tested if the trace level Warning is enabled or not.

Recommended Action  No action is required. This is for testing purposes only.
CLIWEB Messages

This section contains web command-line interface (CLIWEB) messages.

Error Message  %CLIWEB-3-BAD_LOGO_FILENAME: File [chars] does not exist as a logo.
Clearing..

Explanation  The file does not exist as a logo.

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


Explanation  The buffer is too long.

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

Error Message  %CLIWEB-3-BUFFER_TOO_SMALL: Buffer for [chars] too small

Explanation  The buffer is too small.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 7 CLI CLIWEB and CNFG System Messages

CLIWEB Messages

Error Message %CLIWEB-3-INDEX_OUT_OF_RANGE: Index:[chars] out of range [dec] (max = [dec]).

Explanation The index is out of range.

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

Error Message %CLIWEB-3-INIT_FAILED: Unable to initialize. Reason: [chars].

Explanation The system is unable to initialize.

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

Error Message %CLIWEB-3-INVALID_PORT_SPEED: Unknown Port Speed found for interface [dec]/[dec]/[dec].

Explanation The system has found an unknown port speed for the interface.

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

Error Message %CLIWEB-3-SOCKET_OPER_FAILED: Failed to [chars] the Java Socket.

Explanation A failure has occurred in a Java socket.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Error Message  %CLIWEB-3-WEBAUTH_ENABLE_FAILED: External Web Auth cannot be enabled. [chars].

Explanation  External Web Auth cannot be enabled.

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

Error Message  %CLIWEB-3-WEBAUTH_TYPESET_FAILED: External Web Auth type cannot be set. [chars].

Explanation  External Web Auth type cannot be set.

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

Error Message  %CLIWEB-3-WEBSRVR_IPSET_FAILED: Unable to set External Web Server. [chars].

Explanation  The system is unable to set the External Web Server.

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

CNFGR Messages

This section contains configuration (CNFGR) messages.
**Error Message**  %CNFGR-3-DUP_REGISTRATION: sysCfgChange registrar_ID [dec] already registered.

**Explanation**  The specified Registrar ID has already registered for notifications from this module.

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

**Error Message**  %CNFGR-3-GET_REGISTRY_FAIL: sysCfgChange [chars] not set.

**Explanation**  The system has failed to get the registry for the specified component.

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

**Error Message**  %CNFGR-0-INVALID_STARTUP_SEQ: cfgHardwareDetectCallback Invalid startup sequence.

**Explanation**  cfgHardwareDetectCallback invalid startup sequence.

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

**Error Message**  %CNFGR-3-INV_COMP_ID: Invalid Component Id : [chars] ([dec]) in cfgConfiguratorInit.

**Explanation**  The system has detected an invalid component that was requested for initialization.

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

Error Message  CNFGR-0-LIC_AP_COUNT_CHANGE: AP count change: Handle = 0x%x, Type = %d

Explanation  The number of access points has changed.

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

Error Message  %CNFGR-3-L2_SYS_INIT_FAIL: Cannot initialize a required function: L2.

Explanation  The system could not perform Layer 2 system initialization.

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

Error Message  %CNFGR-3-MAX_REGISTRATIONS: sysCfgChange registrar_ID [dec] greater then LAST_COMPONENT_ID.

Explanation  Maximum number of registrations has been exceeded for this module.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %CNFGR-3-MGMT_IF_SET_FAIL: cfgHardwareDetectCallback: couldn’t set mgmt vlan for vlan id [dec].

Explanation  The system could not set the management interface.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
CHAPTER 8

DAPI DEBUG and DHCP System Messages

This chapter contains the following topics:

- DAPI Messages, page 8-1
- DEBUG Messages, page 8-2
- DHCP Messages, page 8-4

DAPI Messages

This section contains database API (DAPI) messages.

Error Message

%DAPI-4-HAPI_CALLBACK_FAILED: HAPI layer has failed to receive and process the command: (CMD=\([dec]\) , Event=\([dec]\))

Explanation

The DAPI module has received an event from a hardware port. This subsystem has invoked a corresponding callback operation of the HAPI module, which was either not properly installed during initialization or has failed to process it.

Recommended Action

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

Error Message

%DAPI-4-HAPI_CMDCALL_FAILED: Call to HAPI layer for command:\([dec]\) failed for user port: \([int]/[int]/[int]\)

Explanation

The DAPI module has received 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.

DEBUG Messages

This section contains debugging (DEBUG) messages.

**Error Message**  %DEBUG-6-CLT_LOOKUP_FAIL: Client entry [hex].[hex].[hex].[hex].[hex].[hex] not found in db

**Explanation**  The client entry has not been found in the database. The client may have disassociated with the controller.

**Recommended Action**  No action is required.

**Error Message**  %DEBUG-6-CLT_TBL_EMPTY: There are no clients in the database.

**Explanation**  There are no clients in the database.

**Recommended Action**  No action is required.

**Error Message**  %DEBUG-4-INVALID_ELEM_ID: Received an invalid Information Element. Element id [dec] is invalid

**Explanation**  The system has received an invalid information element.

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

**Error Message**  %DEBUG-4-INVALID_EVENT: Received unsupported event [dec].

**Explanation**  The system has received an unsupported event by the task.

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

**Error Message**  %DEBUG-4-INVALID_LEN: Received a corrupted packet. Element Info Length [dec] received greater than DataLen [dec]

**Explanation**  The system has received a corrupted packet.

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

**Error Message**  %DEBUG-4-INVALID_MODULE: Unhandled debug module [dec].

**Explanation**  This module cannot be debugged.

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

**Error Message**  %DEBUG-3-MSG_POST_FAILURE: Failure to post Troubleshoot info for msg type [dec] for MAC Address: [hex].[hex].[hex].[hex].[hex].[hex]

**Explanation**  The system has failed to post troubleshooting information for a client. Either the client is not in the watch list or the queue for the troubleshooting task does not exist.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %DEBUG-3-MSG_SEND_FAIL: Failed to send Event [chars] to Queue [chars]. Error Code is [dec]

Explanation  The system is unable to send messages to the queue. The queue for the task might be full.

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

Error Message  %DEBUG-4-RMV_CLT_FAIL: Failed to remove client [hex].[hex].[hex].[hex].[hex].[hex] from watchlist

Explanation  The system has failed to remove a client from the debug watchlist.

Recommended Action  No action is required.

Error Message  %DEBUG-3-START_TMR_FAIL: Trouble Shoot Timer could not be started

Explanation  The system could not start the troubleshoot timer.

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

DHCP Messages

This section contains Dynamic Host Configuration Protocol (DHCP) messages.

Error Message  %DHCP-3-ADD_OPTION_FAIL: Option [hex] did not fit into the packet!

Explanation  The option did not fit into the packet.

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

**Error Message**  %DHCP-4-ADDR_NOT_ALLOCATED: No IP addresses to give -- OFFER abandoned -- packet dropped

**Explanation**  The system has no IP addresses to give -- OFFER abandoned -- the packet has been dropped.

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

**Error Message**  %DHCP-3-ADDR_NOTIN_POOL: Error: Ip Address [dec].[dec].[dec].[dec] is not in pool ([dec].[dec].[dec].[dec]-> [dec].[dec].[dec].[dec])

**Explanation**  The IP address is not in the pool.

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

**Error Message**  %DHCP-4-ARP_LOOKUP_FAIL: Default gateway arp lookup failed.

**Explanation**  The default gateway ARP lookup has failed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %DHCP-3-ARP_SEND_FAIL:

Explanation  The system is unable to send an ARP Request.

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

Error Message  %DHCP-3-BAD_DHCP_PKT: Bad DHCP packet from [dec].[dec].[dec].[dec], dropping

Explanation  The system has detected a bad DHCP packet. The system is dropping the packet.

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

Error Message  %DHCP-3-BIND_FAIL: Unable to bind the socket.

Explanation  The system is unable to bind the socket.

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

Error Message  %DHCP-3-BIND_NWPORT_ERR: Binding network port failed.

Explanation  Binding the network port has failed.

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

**Error Message**  %DHCP-3-BIND_SRPORT_ERR: Binding service port failed.

**Explanation**  Binding the service port has failed.

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

**Error Message**  %DHCP-4-BOGUS_PKT: bogus packet, option fields too long.

**Explanation**  The system has detected a bogus packet. The option fields are too long.

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

**Error Message**  %DHCP-3-BROADCAST_ADDR_NOTSET: Unable to set the broadcast address. Reason:[chars]

**Explanation**  The system is unable to set the broadcast address.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %DHCP-3-BUFF_ALLOC_ERR: Out of System buffers.

**Explanation** The system is out of system buffers.

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

**Error Message** %DHCP-6-CHADDR_FILTER_STATE: NPU/Driver DHCP CHADDR Filter is [chars]

**Explanation** Informational message that indicates if the chaddr filter is enabled or not.

**Recommended Action** No action is required.

**Error Message** %DHCP-3-CONFIG_LOAD_FAIL: Unable to load DHCP configuration

**Explanation** The system is unable to load the DHCP configuration.

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

**Error Message** %DHCP-3-CONFIG_SAVE_FAIL: Unable to store config file in NVRAM [chars].

**Explanation** The system is unable to store the configuration file in NVRAM.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %DHCP-1-CRANITE_PASSTHRU: Received DHCP packet on a Cranite WLAN.

**Explanation**  The system has received a DHCP packet on a Cranite WLAN.

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

**Error Message**  %DHCP-0-CREAT_TASK_FAIL: Failed to Create the task: [chars]

**Explanation**  The system has failed to create the task.

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

**Error Message**  %DHCP-3-DEL_IFADDR_FAIL: Unable to delete the address on interface

**Explanation**  The system is unable to delete the address on the interface.

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

**Error Message**  %DHCP-4-DHCP_CLEAR_FAIL: IP Address could not be de-registered for the station:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The IP address could not be unregistered.

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

**Error Message**  %DHCP-3-DHCP_PKT_LOOPED: Received a DHCP packet sent by the controller itself possible network loop!

**Explanation**  A possible network loop has occurred.

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

**Error Message**  %DHCP-4-DHCP_PKT_OVRSIZE: Oversized DHCP packet

**Explanation**  The system has detected an oversized DHCP packet.

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

**Error Message**  %DHCP-4-DHCP_PKT_WRONGSIZE: DHCP options incorrect length

**Explanation**  The system has detected that the DHCP options have an incorrect length.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %DHCP-4-DHCP_RECV_FAIL: Could not receive the dhcp packet Error.

Explanation The system could not receive the DHCP packet.

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

Error Message %DHCP-6-DISP_SERV_ADDR: dhcp server: binding to [dec].[dec].[dec].[dec]

Explanation Informational message that indicates the IP address to which the DHCP server is binding.

Recommended Action No action is required.

Error Message %DHCP-3-DROP_FOREIGN_CLIENT: Dropping foreign client for dhcp retries, mac:[hex]:[hex]:[hex]:[hex]:[hex]:[hex] ip: [dec].[dec].[dec].[dec].

Explanation The system has dropped the foreign client for DHCP retries.

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

Error Message %DHCP-4-ENCAPSULATE_FAIL: Unable to encapsulate header.

Explanation The system is unable to encapsulate the header.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %DHCP-4-EXIT_PORT_NOTGET: Invalid exit port - could not resolve exit intfNum.

Explanation  The system has detected an invalid exit port. The system could not resolve the exit.

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

Error Message  %DHCP-1-FORTRESS_PASSTHRU: Received DHCP packet on a Fortress WLAN.

Explanation  The system has received the DHCP packet on a Fortress WLAN.

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

Error Message  %DHCP-3-GET_IFADDR_FAIL: Unable to retrieve the interface address

Explanation  The system is unable to retrieve the interface address.

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

Error Message  %DHCP-3-GET_MASK_FAIL: Unable to retrieve the mask for an ip address

Explanation  The system is unable to retrieve the mask for an IP address.

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

**Error Message**  %DHCP-4-INVALID_MSG_TYPE: Unsupported message ([hex]) -- ignoring

**Explanation**  The system has detected an unsupported message type.

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

**Error Message**  %DHCP-4-INVALID_VLANID_ARP: ARP table stores invalid vlan id [dec], for the IP Addr [hex]. Expected vlan id for this ip address is [dec]

**Explanation**  The ARP table contains a VLAN ID other than the expected ID.

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

**Error Message**  %DHCP-4-IPRGRSTR_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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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]

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-REMOVELEASE_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 Messages

%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.
This chapter contains the following topics:

- DOT1D Messages, page 9-1
- DOT1Q Messages, page 9-8
- DOT1X Messages, page 9-17
- DOT3AD Messages, page 9-33

**DOT1D Messages**

This section contains 802.1D (DOT1D) messages.

**Error Message** %DOT1D-3-WRITE_CFG_FAIL: Failed to write config file [chars] in nv storage

**Explanation** The system has failed to store the configuration file in the NV storage.

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

**Error Message** %DOT1D-0-MEM_ALLOC_FAIL: [chars], Out of system memory

**Explanation** The system has failed to allocate memory. The system is out of system buffers.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Error Message  %DOT1D-3-WRITE_CFG_FAIL: Failed to write config file [chars] in nv storage

Explanation  The system has failed to store the configuration file in the NV storage.

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

Error Message  %DOT1D-0-DATA_INIT_FAIL: Failed to allocate memory for the dot1d variables. dot1d sub-system not initialized.

Explanation  The system has failed to allocate memory for the dot1d variables. The dot1d subsystem is not initialized.

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

Error Message  %DOT1D-0-PORT_ALLOC_FAIL: Failed to allocate memory for GARP Information Declaration (GID) Port number: [hex].

Explanation  The system has failed to allocate memory for the GARP Information Declaration (GID) port.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 9      DOT1D DOT1Q DOT1X and DOT3AD System Messages

DOT1D Messages

Error Message  %DOT1D-0-TASK_START_FAIL: Could not create [chars] task. Error code:[dec]. The system has failed to initialize dot1d sub-system

Explanation  The system could not create a task. The dot1d subsystem failed to initialize.

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

Error Message  %DOT1D-3-BPDU_MEMGET_FAIL: Out of System buffers.

Explanation  The system is out of system buffers.

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

Error Message  %DOT1D-3-RCV_MSG_FAIL: The [chars] failed to receive a message. Internal system error. Error code:[dec].

Explanation  A dot1d subsystem task has failed to receive a message. An internal system error has occurred.

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

Error Message  %DOT1D-3-RGSTR_CHANGE_FAIL: [chars]. dot1d sub-system not initialized

Explanation  The system is unable to register a change in the state callback. The dot1d subsystem is not initialized.

Recommended Action  No action is required.
Chapter 9  DOT1D DOT1Q DOT1X and DOT3AD System Messages

DOT1D Messages

Error Message  %DOT1D-3-SND_MSG_FAIL: Failed to send message to [chars], the message queue for the task maybe full. Error Code: [dec], Internal system error

Explanation  The system has failed to send a message to a task. The message queue for the task might be full. An internal system error has occurred.

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

Error Message  %DOT1D-3-QUEUE_INIT_FAIL: Message queue creation error. dot1d sub-system not initialized

Explanation  The system has failed to initialize the dot1d message queue. The dot1d subsystem is not initialized.

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

Error Message  %DOT1D-3-SYSINIT_GETFILE_FAIL: Failed to retrieve file from nv storage. File name [chars]. dot1d sub-system not initialized

Explanation  The system has failed to retrieve the file from the NV storage. The dot1d subsystem is not initialized.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %DOT1D-4-GID_ALL_USED: All Ports are used for GARP Information Declaration (GID)

**Explanation**  All ports are used for a GARP Information Declaration (GID).

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

**Error Message**  %DOT1D-4-INVALID_BPDU_TYPE: Invalid BPDU Type [dec] received

**Explanation**  The system has detected an invalid BPDU type received.

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

**Error Message**  %DOT1D-6-PORT_FIND_FAIL: Port number [hex] is not found for GARP Information Declaration (GID)

**Explanation**  A port has not been found for the GARP Information Declaration (GID).

**Recommended Action**  No action is required.

**Error Message**  %DOT1D-7-CONN_PORT_RING: GIP: Connecting Ports #[hex] to ring..

**Explanation**  GIP: The system is connecting ports to a ring.

**Recommended Action**  No action is required.

**Error Message**  %DOT1D-7-CREATED_PORT: GID: created Port # [hex]..

**Explanation**  GID: The system has created a port.

**Recommended Action**  No action is required.

**Error Message**  %DOT1D-7-CREATING_PORT: GID: Creating Port # [hex]..

**Explanation**  GID: The system is creating a port.

**Recommended Action**  No action is required.

**Error Message**  %DOT1D-7-DESTROY_PORT: GID: Destroying Port # [hex]..

**Explanation**  GID: The port has been removed.

**Recommended Action**  No action is required.
**Error Message**  \%DOT1D-7-DISCON_PORT_RING: GIP: Disconnecting Ports ![hex] from ring.

**Explanation**  GIP: Disconnecting ports from ring.

**Recommended Action**  No action is required.

**Error Message**  \%DOT1D-7-HOLD_TIMER_EXP: GID: Hold Timer Expired.

**Explanation**  GID: The hold timer has expired.

**Recommended Action**  No action is required.

**Error Message**  \%DOT1D-7-JOIN_MSG_RCV: GID: Join msg is received.

**Explanation**  GID: A join message has been received.

**Recommended Action**  No action is required.

**Error Message**  \%DOT1D-7-JOIN_TIMER_EXP: GID: join Timer Expired.

**Explanation**  GID: A join timer has expired.

**Recommended Action**  No action is required.

**Error Message**  \%DOT1D-7-LEAVE_ALL_TIMER_EXP: GID: Leave All Timer Expired.

**Explanation**  GID: A leave all timer has expired.

**Recommended Action**  No action is required.

**Error Message**  \%DOT1D-7-LEAVE_EVENT_RCV: GID: Leave All event is received.

**Explanation**  GID: A leave all event has been received.

**Recommended Action**  No action is required.

**Error Message**  \%DOT1D-7-LEAVE_MSG_RCV: GID: Leave message is received.

**Explanation**  GID: A leave message has been received.

**Recommended Action**  No action is required.

**Error Message**  \%DOT1D-7-LEAVE_TIMER_EXP: GID: Leave Timer Expired.

**Explanation**  GID: A leave timer has expired.

**Recommended Action**  No action is required.
Chapter 9  DOT1D DOT1Q DOT1X and DOT3AD System Messages

DOT1D Messages

Error Message  %DOT1D-7-PORT_ADD: GID: Add Port # [hex]..

Explanation  GID: The system has added a port.

Recommended Action  No action is required.

Error Message  %DOT1D-7-PORT_INDEX_UNUSED: GID: Ports at index [hex] is not used..

Explanation  GID: Ports at the index are not used.

Recommended Action  No action is required.

Error Message  %DOT1D-7-PROP_JOIN: GIP: propagate Join for Port #[hex]..

Explanation  GIP: The system has propagated a join for the port.

Recommended Action  No action is required.

Error Message  %DOT1D-7-PROP_LEAVE: GIP: propagate Leave for Port #[hex]..

Explanation  GIP: The system has propagated a leave for the port.

Recommended Action  No action is required.

Error Message  %DOT1D-7-RMV_PORT: GID: Removing Port # [hex] from the ring..

Explanation  GID: The system is removing a port from the ring.

Recommended Action  No action is required.

Error Message  %DOT1D-7-START_HOLD_TIMER: GID: Start Hold Timer..

Explanation  GID: A start hold timer has occurred.

Recommended Action  No action is required.

Error Message  %DOT1D-7-START_JOIN_TIMER: GID: Start Join Timer..

Explanation  GID: A start join timer has occurred.

Recommended Action  No action is required.

Error Message  %DOT1D-7-START_LEAVE_TIMER: GID: Start Leave All Timer..

Explanation  GID: A start leave all timer error has occurred.

Recommended Action  No action is required.
DOT1Q Messages

This section contains 802.1Q (DOT1Q) messages.

Error Message %DOT1Q-3-FILE_WRITE_FAIL: Failed to write to a config file. File Name: [chars].

Explanation The system has failed to write to a configuration file.

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

Error Message %DOT1Q-3-FLASH_READ_FAIL: Error retrieving file [chars] from system flash.

Explanation An error has occurred when retrieving the file from the system flash.

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

Error Message %DOT1Q-3-GID_FIND_PORT: Failed to find a gid port. Port # [dec].

Explanation The system has failed to find a GID port.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %DOT1Q-3-GIP_CREATE_FAIL: Failed to Create GIP.

**Explanation**  The system has failed to create a GIP.

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

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**Error Message**  %DOT1Q-3-GVR_CREATE_FAIL: Failed to Create GVR.

**Explanation**  The system has failed to create a GVR.

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

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**Error Message**  %DOT1Q-3-GVR_TO_DTL: Failed to get the link state for an interface. Port # [dec]

**Explanation**  The system has failed to get the link state for an interface.

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

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**Error Message**  %DOT1Q-3-INVALID_CONFIG_REQ: Invalid configuration request. Failed to send vlan configuration request

**Explanation**  The system has detected an invalid configuration request. The system has failed to send the VLAN configuration request.

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

**Error Message**  
%DOT1Q-3-INVALID_CONFIG_REQ_RCV: Invalid configuration received. Failed to service VLAN configuration request.

**Explanation**  
The system has detected an invalid configuration received. The system has failed to service the VLAN configuration request.

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

**Error Message**  
%DOT1Q-3-LAG_CALBAK_FAIL: Link Aggregation malfunctioned while initializing VLAN.

**Explanation**  
A link aggregation has malfunctioned while initializing a VLAN.

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

**Error Message**  
%DOT1Q-3-MBUF_GET_FAIL: Unable to transmit GVRP packet for port # [dec]. Out of system buffers.

**Explanation**  
The system is unable to transmit a GVRP packet. The system is out of system buffers.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %DOT1Q-3-MEM_ALLOC_FAIL: Failed to allocate memory.

Explanation  The system has failed to allocate memory.

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

Error Message  %DOT1Q-3-MIN_VLAN_FAIL: No VLANs created upon initialization.

Explanation  No VLANs have been created upon initialization.

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

Error Message  %DOT1Q-3-MODIFY_VLAN_FAIL: Bridge not initialized. Cannot modify vlan. Vlan Id: [dec]

Explanation  The bridge has not been initialized. The system cannot modify a VLAN.

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

Error Message  %DOT1Q-3-NOTIFY_USERS_FAIL: Failed to notify registered users. Vlan Id: [dec].Interface: [dec]

Explanation  The system has failed to notify registered users.

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

**Error Message**  
%DOT1Q-3-UPDATE_PSTNT_FAIL: Problem updating persistent data for VLAN \[dec\].

**Explanation**  
There is a problem when updating persistent data for a VLAN.

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

**Error Message**  
%DOT1Q-3-UPDATE_TNZNT_FAIL: Problem updating transient data for VLAN \[dec\].

**Explanation**  
There is a problem when updating transient data for a VLAN.

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

**Error Message**  
%DOT1Q-3-VLAN_CONFIG_FAIL: Failed to configure Vlan. Vlan Id: \[dec\].

**Explanation**  
The system has failed to configure a VLAN.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 9  
DOT1D DOT1Q DOT1X and DOT3AD System Messages  

DOT1Q Messages

Error Message  %DOT1Q-3-VLAN_CREATE_MODIFY_FAIL: Failed to create or modify vlan. Vlan Id: [dec]

Explanation The system has failed to create or modify a VLAN.

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

Error Message  %DOT1Q-3-VLAN_DELAVL_FAIL: Failed to delete a vlan Entry from the AVL tree.VLAN [dec].

Explanation The system has failed to delete a VLAN entry from the AVL tree.

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

Error Message  %DOT1Q-3-VLAN_DEL_FAIL: Failed to delete all static vlans. Number of failures: [dec]

Explanation The system has failed to delete all static VLANs.

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

Error Message  %DOT1Q-3-VLAN_ENTRY_FAIL: Failed while updating data for VLAN [dec] in the avl tree

Explanation The system has failed while updating data for a VLAN.

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

Error Message %DOT1Q-3-VLAN_FIND_FAIL: Vlan [dec] does not exist or invalid Vlan ID

Explanation The requested VLAN does not exist.

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

Error Message %DOT1Q-3-VLAN_MBR_SET: Failed to set an interface to vlan. Vlan Id: [dec]. Interface: [dec]

Explanation The system has failed to set an interface to the VLAN.

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

Error Message %DOT1Q-3-VLAN_PORTMBR_FAIL: Failed to get port membership information for vlan.Port # [dec].

Explanation The system has failed to get port membership information for a VLAN.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %DOT1Q-3-VLAN_RANGE_FAIL: Attempt to create avlan with an invalid vlan id [dec].

Explanation  The system has attempted to create a VLAN with an invalid VLAN ID.

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

Error Message  %DOT1Q-3-VLAN_RGS_FAIL: VLAN registration failed. Registrar: [dec].

Explanation  The VLAN registration failed.

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

Error Message  %DOT1Q-3-VLAN_TYPEGET_FAIL: Failed to get the Vlan Type. Port #: [dec].

Explanation  The system has failed to get the VLAN type.

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

Error Message  %DOT1Q-6-DB_FULL: GVRP: Data Base is FULL. Port #: [dec]

Explanation  GVRP: The database is full.

Recommended Action  No action is required.
**Error Message** %DOT1Q-6-MAX_VLAN_FAIL: No available entries for VLAN ID [dec].
Maximum number of Vlans allowed exceeded

**Explanation** These are no available entries for the VLAN ID. The maximum number of VLANs allowed have been exceeded.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-CREATE_GVR: GVRP: Create GVR.

**Explanation** GVRP: The system has created a GVR.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-DSTR_GVR: GVRP: Destroying GVR.

**Explanation** GVRP: The GVR has been removed.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-GVR_ADD_PORT: GVRP: GVR add Port # [hex].

**Explanation** GVRP: The GVR has added a port.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-GVR_RMV_PORT: GVRP: GVR removed Port # [hex].

**Explanation** GVRP: The GVR removed a port.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-JOIN_MSG_RCV: GVRP: Join msg is received. Port #: [dec].

**Explanation** GVRP: A join message has been received.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-LEAVE_ALL_TMR_EXP: GVR: delete attribute Timer Expired.

**Explanation** GVR: A delete attribute timer has expired.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-LEAVE_MSG_RCV: GVRP: Leave msg is received. Port #: [dec].

**Explanation** GVRP: A leave message has been received.

**Recommended Action** No action is required.
**Error Message**  %DOT1Q-7-PORT_ENABLED: Port is Enabled. Port #: [dec].

**Explanation**  The port is enabled.

**Recommended Action**  No action is required.

**Error Message**  %DOT1Q-7-PORT_JOINING: GVRP: Port # [hex] is joining.

**Explanation**  GVRP: The port is joining.

**Recommended Action**  No action is required.

**Error Message**  %DOT1Q-7-PORT_LEAVING: GVRP: Port # [hex] is leaving.

**Explanation**  GVRP: The port is leaving.

**Recommended Action**  No action is required.

**Error Message**  %DOT1Q-7-TX_GVR: GVRP: Transmitting msg. Port # [dec].

**Explanation**  GVRP: The system is transmitting a message.

**Recommended Action**  No action is required.

### DOT1X Messages

This section contains 802.1X (DOT1X) messages.

**Error Message**  %DOT1X-1-ABORT_AUTH:

**Explanation**  An internal error caused 802.1X authentication to be aborted.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  
%DOT1X-1-AUTHENTICATOR_ERR: Could not function as authenticator - [chars]; client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Client authentication failed because an internal error occurred in the 802.1X authentication process.

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

**Error Message**  
%DOT1X-1-DOT1X_CB_NULL: 802.1X control block NULL for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Client authentication failed because an internal control block was unexpectedly null.

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

**Error Message**  
%DOT1X-1-SEND_AAA_FAILED: Could not send AAA message. [chars]. Mobile: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Client authentication failed because an internal error prevented a message from being sent to the authentication server.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %DOT1X-1-INVALID_WPA_KEY_STATE: Received EAPOL-key message while in invalid state ([int]) - version [int], type [int], descriptor [int], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An authentication message was received from a client that was not expected while in the current state. The message was ignored.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message** %DOT1X-1-SET_BRDCST_KEY_ERR: Could not set broadcast keys for WLAN [int]; GTK length [int], Max GTK Buffer [int]

**Explanation** Unable to configure the broadcast keys for the WLAN.

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

**Error Message** %DOT1X-1-VALIDATE_REPLAY_CTR_FAILED: Could not Validate the replay counter in packet. [chars]. Got: [hex] [hex] [hex] [hex] [hex] [hex] [hex]. Expected: [hex] [hex] [hex] [hex] [hex] [hex] [hex]. Mobile: [hex] [hex] [hex] [hex] [hex]

**Explanation** Client authentication failed because an EAPOL message from the client contained an invalid replay counter.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also, investigate possible intruder activity.
**Error Message** %DOT1X-3-AAA_SEND_ERR: Error sending AAA message - [chars]; client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication has failed because an internal error prevented a message from being sent to the authentication server.

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

**Error Message** %DOT1X-3-AAA_SEND_FAILURE: Unable to send AAA message for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication has failed because a message could not be sent to the authentication server.

**Recommended Action** Review the message log for other messages preceding this one that might indicate a connection failure or configuration problem. Ensure that the authentication servers are properly configured and are reachable.

**Error Message** %DOT1X-3-ABORT_AUTH: Authentication Aborted

**Explanation** An internal error caused 802.1X authentication to be aborted.

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

**Error Message** %DOT1X-3-ADD_KEYMAP_KEY_ERR: Unable to add key mapping key to EAPOL-key message for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to add the mapping key in the EAPOL key message 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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %DOT1X-3-AUTHKEY_TX_TRANS_ERR: Authentication state transition to state [int] failed; port status [int], key available [int], key tx enabled [int]

**Explanation**  Client authentication failed because an internal error occurred during the authentication state transition.

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

**Error Message**  %DOT1X-3-CLIENT_NOT_FOUND: Unable to process 802.1X [int] msg - client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] not found

**Explanation**  A message on an internal queue could not be processed because the client indicated that the message was not found in the internal database.

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

**Error Message**  %DOT1X-3-COMPUTE_PRF_FAILED: Failed to compute PRF mode [int], size [int] - [chars]

**Explanation**  An internal error occurred when attempting to calculate a pseudorandom value.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  
%DOT1X-3-EAP_MSG_ERR: Could not process EAP message - [chars]; client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Client authentication failed because an EAP message from the server or supplicant was not understood.

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

**Error Message**  
%DOT1X-3-EAPOL_MSG_ATTACK:

**Explanation**  
Client authentication failed because an EAPOL message from the client contained data that should only be sent by the access point. This issue might be caused by an intruder that is spoofing authentication frames.

**Recommended Action**  
If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity. If this does not solve the problem research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message**  
%DOT1X-3-GTK_ENCRYPT_FAILED: Unable to encrypt CCKM GTK for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Client authentication failed because an internal error occurred when attempting to encrypt a temporal key.

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

**Error Message**  
%DOT1X-3-INTF_DEL_FAILED: Unable to delete 802.1X interface

**Explanation**  
An internal error prevented an 802.1X interface structure from being deleted.

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

**Error Message** %DOT1X-3-INVALID_CLIENT_DOT1X_CB: Missing 802.1X control block for
client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because an internal control block was unexpectedly null.

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

**Error Message** %DOT1X-3-INVALID_DOT1X_CB: Missing 802.1X or client control block

**Explanation** Client authentication failed because an internal control block was unexpectedly null.

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

**Error Message** %DOT1X-3-INVALID_DOT1X_Q_TYPE:

**Explanation** A message on an internal message queue could not be processed because the message
type was invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.
Error Message  %DOT1X-3-INVALID_EAP_MSG: Invalid EAP message received - [chars]; EAP Id [int], 802.1X Id [dec], client [hex][:hex][:hex][:hex][:hex][:hex]

Explanation  An invalid EAP message was received from the client. The message was ignored.

Recommended Action  If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity. If this does not solve the problem research and attempt to resolve the error using the Output Interpreter https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl. Also perform a search of the Bug Toolkit http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl. If you still require assistance, open a case with the Technical Assistance Center via the Internet http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl, or contact your Cisco technical support representative and provide the representative with the gathered information.

Error Message  %DOT1X-3-INVALID_EAPOL_VER: Invalid EAPOL version ([int]) in EAPOL-key message; type [int], descriptor [int], client [hex][:hex][:hex][:hex][:hex][:hex]

Explanation  Client authentication failed because of an authentication protocol error between the client and access point.

Recommended Action  If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message  %DOT1X-3-INVALID_KEY_LEN:

Explanation  An internal error occurred when determining the key length for an encryption cipher.

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

Error Message  %DOT1X-3-INVALID_KEYWRAP_ARG: Invalid key wrap parameters

Explanation  Client authentication failed because an internal error caused invalid data to be passed to the key wrap algorithm.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %DOT1X-3-INVALID_KEYWRAP_PKT: Received invalid keywrap packet - [chars]

**Explanation**  Client authentication failed because a received keywrap packet was invalid.

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

**Error Message**  %DOT1X-3-INVALID_MIC_ALGORITHM: Client authentication failed because an internal error occurred when attempting to compute a MIC value.

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

**Error Message**  %DOT1X-3-INVALID_PTK_LEN: Client authentication failed because an internal error occurred when attempting to compute a temporal key.

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

**Error Message**  %DOT1X-3-INVALID_RC4_KEY: Invalid EAPOL RC4 key msg from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - [chars]

**Explanation**  Client authentication failed because an EAPOL RC4 key message from the client contained invalid data.

**Recommended Action**  If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.
**Error Message** %DOT1X-3-INVALID_REPLAY_CTR: Invalid replay counter from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - got [hex] [hex] [hex] [hex] [hex] [hex] [hex], expected [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** Client authentication failed because an EAPOL message from the client contained an invalid replay counter.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message** %DOT1X-3-INVALID_WPA_KEY_MSG: Error in received EAPOL msg - [chars]; version [int], type [int], descriptor [int], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because of an authentication protocol error between the client and access point.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message** %DOT1X-3-INVALID_WPA_KEY_MSG_STATE:

**Explanation** Client authentication failed because of an authentication protocol error between the client and access point.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message** %DOT1X-3-KEY_LEN_NOT_FOUND:

**Explanation** An internal error occurred when attempting to determine the key length for an encrypted policy.

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

**Error Message** %DOT1X-3-MAX_EAPOL_KEY_RETRANS: Max EAPOL-key M[int] retransmissions exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because the client did not respond to an EAPOL-key message.

**Recommended Action** Ensure that user credentials are correct on the client and on the AAA server.
**Error Message** %DOT1X-1-MAX_EAPOL_KEY_RETRANS_FOR_MOBILE: Max EAPOL-key M[int] retransmissions reached for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because the client did not respond to an EAPOL-key message.

**Recommended Action** Ensure that user credentials are correct on the client and on the AAA server.

**Error Message** %DOT1X-1-MAX_EAP_IE_RETRIES_REACHED: Reached Max EAP-Identity Request retries (num) for STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because the client did not respond to an EAP request message.

**Recommended Action** Ensure that user credentials are correct on the client and on the AAA server.

**Error Message** %DOT1X-3-MAX_EAP_RETRANS: Max EAP retransmissions exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because the client did not respond to an EAP request message.

**Recommended Action** Ensure that user credentials are correct on the client and on the AAA server.

**Error Message** %DOT1X-3-MAX_EAP_RETRIES: Max EAP identity request retries ([int]) exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because the maximum number of permitted attempts was exceeded.

**Recommended Action** Ensure that user credentials are correct on the client and on the AAA server.

**Error Message** %DOT1X-3-MOBILE_EXCESS_RUN: Authentication has run more than [int] times - deleting client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because the authentication process failed to complete within the maximum permitted number of attempts.

**Recommended Action** Ensure that user credentials are correct on the client and on the AAA server.

**Error Message** %DOT1X-3-PREPARE_KEY_M5_ERR: Unable to create EAPOL-key M5 - group key not found for WLAN [int]

**Explanation** Client authentication failed because an internal error occurred when attempting to create an EAPOL-key message.

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

**Error Message**  %DOT1X-3-PSK_CONFIG_ERR: Client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] may be using an incorrect PSK

**Explanation**  A client may be attempting to access the network with an improperly configured PSK.

**Recommended Action**  Ensure that user credentials are correct on the client and on the AAA server.

**Error Message**  %DOT1X-3-RCV_INVALID_CCX_IE: [chars] with [chars] CCX IE received from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Client authentication failed because of an authentication protocol error between the client and access point.

**Recommended Action**  If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message**  %DOT1X-3-RCV_INVALID_SFA_IE: [chars] with [chars] SFA IE received from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Client authentication failed because of an authentication protocol error between the client and access point.

**Recommended Action**  If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message**  %DOT1X-3-SEND_WPA_BUFF_ERR: Unable to send EAPOL-key - buffer is too small; size [int], state [int], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Client authentication failed because the retransmit buffer was too small to store the outbound authentication message.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %DOT1X-3-UNKNOWN_EAPOL_KEY_DESC:

Explanation  Client authentication failed because an EAPOL message from the client contained an invalid or unsupported key descriptor.

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

Error Message  %DOT1X-3-USER_LOGIN_DENY: Authentication rejected for user [chars] - user may already be logged in

Explanation  User authentication failed. The most likely cause is that the username is already in use by another client.

Recommended Action  Ensure that unique usernames are used by each client.

Error Message  %DOT1X-3-WPA_KEY_MIC_ERR: TKIP MIC errors reported in EAPOL key msg from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Client authentication failed because the client reported TKIP MIC errors in an EAPOL key message that it received from the controller. This issue might be caused by an intruder and countermeasures may have to be taken.

Recommended Action  If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

Error Message  %DOT1X-3-WPA_SEND_STATE_ERR:

Explanation  Client authentication failed because the session was not in the correct state when attempting to send an EAPOL-key message.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %DOT1X-4-AAA_MAX_RETRY: Max AAA authentication attempts exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Client authentication has failed because the maximum number of authentication attempts permitted by the authentication was exceeded. If blacklisting is configured, the client will be blacklisted.

**Recommended Action**  Ensure that user credentials are correct on the client and on the AAA server.

**Error Message**  %DOT1X-4-BE_RCV_NULL_ARG: Empty message received from AAA

**Explanation**  An AAA message with no content was received by the AAA back-end process. The message was ignored.

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

**Error Message**  %DOT1X-4-DOT1X_MAX_RETRY: Max authentication attempts exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Client authentication failed because the maximum number of retries was exceeded.

**Recommended Action**  Ensure that user credentials are correct on the client and on the AAA server.

**Error Message**  %DOT1X-4-EAP_CLIENT_NO_RETRANS: EAP packet is too long for retransmission

**Explanation**  An EAP message was sent to the client but is too large to be stored in the retransmission queue. If the message is not acknowledged as having been received by the client, it will not be retransmitted.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %DOT1X-4-IGNORE_PREAUTH: Ignoring pre-auth request from client
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  A preauthentication request message from a client was ignored.

Recommended Action  No action is required.

Error Message  %DOT1X-4-INTF_NOT_FOUND: Unable to find 802.1X interface for AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Client authentication failed because the 802.1X interface of the AP was not found. This issue might have been caused by the sudden loss of connection to the AP, where the client reassociates with another AP, or with the same AP when it recovers.

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

Error Message  %DOT1X-4-INVALID_MSG_TYPE: Invalid message type [int] received from AAA

Explanation

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

Error Message  %DOT1X-4-RCV_INVALID_EAPOL_PKT: Invalid EAPOL packet type [int] received from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An EAPOL packet with an unknown type was received from a client. The packet was ignored.

Recommended Action  If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.
Error Message  %DOT1X-4-RCV_NULL_ARG: Empty message received from AAA

Explanation  An AAA message with no content was received. The message was ignored.

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

Error Message  %DOT1X-4-RCV_SHORT_EAP_ATTR: Received short EAP Attribute for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An invalid EAP attribute was received from AAA and was ignored.

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

Error Message  %DOT1X-4-RCV_UNKNOWN_AVP: Received unknown AVP ([int]/[int]) for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An unknown attribute-value pair was received during EAP processing. The AVP was ignored.

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

Error Message  %DOT1X-4-TRUNCATE_USERNAME: Truncated user name from [int] to [int] characters for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The username supplied by a client was longer than permitted and has been truncated.

Recommended Action  No action is required.
DOT3AD Messages

This section contains 802.3ad (DOT3AD) messages.

Error Message  %DOT3AD-3-FAIL_CONFIG_WRITE: Failed to store config file [chars] in nv store

Explanation  The system failed to store the configuration file in the NV storage.

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

Error Message  %DOT3AD-0-FAIL_DOT3AD_MSGQ: LAG: Unable to create msg queue for dot3ad lac task.

Explanation  LAG: The system is unable to create a message queue for the dot3ad lac task. The dot3ad subsystem is not initialized.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
Chapter 9   DOT1D DOT1Q DOT1X and DOT3AD System Messages

Chapter 9      DOT1D DOT1Q DOT1X and DOT3AD System Messages

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

**Error Message**   %DOT3AD-0-FAIL_DOT3AD_SEM: Unable to create a dot3ad semaphore.

**Explanation**   The system is unable to initialize a dot3ad semaphore. The dot3ad subsystem is not initialized.

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

**Error Message**   %DOT3AD-3-FAIL_DOT3AD_REBOOT: LAG in transition...Switc reboot DUE...!!

**Explanation**   A LAG is in transition. A switch reboot is due.

**Recommended Action**   No action is required.

**Error Message**   %DOT3AD-3-FAIL_DOT3AD_SYSBUF: Out of System buffers.

**Explanation**   The system is out of system buffers.

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

**Error Message**   %DOT3AD-0-FAIL_LAC_CREATE: Failed to create dot3ad LAC task.

**Explanation**   The system has failed to create the dot3ad LAC task. The dot3ad subsystem is not initialized.

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

Error Message  %DOT3AD-0-FAIL_LAC_INIT: Unable to initialize dot3ad lac task.

Explanation  The system is unable to initialize the dot3ad lac task. The dot3ad subsystem is not initialized.

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

This chapter contains the following topics:

- DTL Messages, page 10-1
- DTLS Messages, page 10-19
- EAP Messages, page 10-23

DTL Messages

This section contains designated transit list (DTL) messages.

**Error Message**  DTL-0-ARP_DEL_GW_FAILED: Could not delete the GW MAC ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) entry from the GW table.

**Explanation**  The system is unable to delete the GW MAC address.

**Recommended Action**  No action is required.

**Error Message**  DTL-0-LAG_IN_TRANSITION: LAG in transition. Switch reboot DUE.

**Explanation**  There is a time lag in transition. You might need to reboot the switch.

**Recommended Action**  No action is required.

**Error Message**  DTL-0-ARP_ORPHANPKT_DETECTED: STA(Target MAC Address) ([hex]:[hex]:[hex]:[hex]:[hex], %u.%u.%u.%u) ARP (op %s) received with invalid SPA(Source IP Address) %u.%u.%u.%u/TPA(Destination IP Address) %u.%u.%u.%u

**Explanation**  The system has detected an orphaned ARP packet.

**Recommended Action**  No action is required.
**Chapter 10      DTL and EAP System Messages**

**DTL Messages**


**Explanation**  A socket operation has failed.

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

**Error Message**  %DTL-1-ARP_PKT_RECVD: Received ARP packet on a [chars] WLAN.

**Explanation**  The system has received an ARP packet through the CRANITE/FORTRESS WLAN.

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

**Error Message**  %DTL-0-END_LOAD_FAILED: Failed to load Enhanced Network Driver.

**Explanation**  The system has failed to load an enhanced network driver.

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

**Error Message**  %DTL-1-ARP_POISON_DETECTED: STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex], [dec].[dec].[dec].[dec] ARP (op [int]) received with invalid SPA [int].[int].[int].[int]/TPA [int].[int].[int].[int]

**Explanation**  The system might have detected ARP spoofing or poisoning. However, this message does not necessarily imply that any malicious ARP spoofing has occurred. The message appears when the following conditions are true:

- A WLAN is configured with DHCP Required, and a client device, after associating on that WLAN, transmits an ARP message without first completing DHCP. This may be normal behavior; it could happen, for example, when the client is statically addressed, or when the client is holding a valid DHCP lease from a prior association. The resulting message might look like this example:
DTL-1-ARP_POISON_DETECTED: STA [00:01:02:0e:54:c4, 0.0.0.0] ARP (op 1) received with invalid SPA 192.168.1.152/TPA 192.168.0.206

The effect of this condition is that the client will be unable to send or receive any data traffic until it acquires a valid DHCP address through the WLC. Table 10-1 lists explanations for each segment of the example message above.

Table 10-1  Explanations for ARP_POISON Message Segments

<table>
<thead>
<tr>
<th>Message Segment</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>DTL-1-ARP_POISON_DETECTED</td>
<td>The controller received an ARP packet from a client in DHCP_REQ state.</td>
</tr>
<tr>
<td>STA [00:01:02:0e:54:c4, 0.0.0.0]</td>
<td>The client (“STA,” an 802.11 wireless station) has a MAC address of 00:01:02:0e:54:c4 and an IP address unknown to the controller (“0.0.0.0”).</td>
</tr>
<tr>
<td>ARP (op 1)</td>
<td>The offending packet received from the client was an ARP request (opcode 1).</td>
</tr>
<tr>
<td>invalid SPA 192.168.1.152/TPA 192.168.0.206</td>
<td>The source IP address (SPA: “sender protocol address”) of the ARP request was 192.168.1.152. The target IP address (TPA, or “target protocol address”) of the ARP request was 192.168.0.206.</td>
</tr>
</tbody>
</table>

**Recommended Action**  When you see this message, perform one of these tasks:

- Decide whether you want to force your wireless clients to DHCP first, after associating, before they can send IP packets.
  - If no, unconfigure the DHCP that is required for the WLAN and this error should not appear.
  - If yes, configure all clients to use DHCP. If clients are configured for DHCP but sometimes send IP packets after associating without re-DHCPing, then see if the client eventually does re-DHCP and does not suffer an unacceptable outage before re-DHCPing. If the outage before re-DHCPing is acceptable, you can ignore this message. If the client never does re-DHCP after associating, then it will never be able to pass Layer 3 traffic. In that case, you need to change the client’s behavior so that it always does re-DHCP after associating.

- If the source IP address (SPA) of the ARP is an APIPA address (such as one in 169.254.0.0 /16), the client might be attempting but failing to acquire an address using DHCP, and you should verify that your DHCP implementation works.

**Error Message**  %DTL-1-IP_CONFLICT_DETECTED: Network device with mac addr [hex]:[hex]:[hex]:[hex]:[hex]:[hex] using IP address of local interface ‘[chars]’:[int].[int].[int].[int] - Received ARP [chars] ([int]) on interface [int] with vlan ID [int]. IP conflict is detected

**Explanation**  The IP address of one of the interfaces on the switch is being used by another network element.

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

**Error Message** %DTL-3-APENTRY_CONF_FAILED: Unable to configure an AP entry. [chars]. Intf=[dec]

**Explanation** The system is unable to configure an AP entry.

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

**Error Message** %DTL-3-APENTRY_DEL_FAILED: Unable to delete AP entry due to [chars] (=dec)

**Explanation** The system is unable to delete an AP entry.

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

**Error Message** %DTL-3-APENTRY_ADD_FAILED: Unable to Add AP entry due to [chars] (=dec)

**Explanation** The system is unable to add an AP entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %DTL-3-ARPDATA_LOOP_DETECTED: Found an Arp Data looping from [dec]. Drop it

**Explanation**  The system has found an ARP data loop from a particular interface. The system will drop it.

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

**Error Message**  %DTL-3-ARP_SEND_FAILED: Could not send [chars] to [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. VLAN=[dec], Intf=[dec]. [chars].

**Explanation**  The system could not send an ARP packet.

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

**Error Message**  %DTL-3-CALLBACK_PROC_FAILED: Callback for command:[dec] failed for user port: [int]/[int]/[int]

**Explanation**  A DTL callback process has failed unexpectedly.

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

**Error Message**  %DTL-3-DSINTF_SET_FAILED: Unable to configure the Distribution Service Interface [chars].

**Explanation**  The system is unable to set the distribution service interface.

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

**Error Message**  
%DTL-3-DSNET_BCAST_FAILED: Failed to [chars] broadcast on the WLC.

**Explanation**  
The WLC forwards the broadcast traffic only when broadcasting is enabled. The toggling of this state has failed.

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

**Error Message**  
%DTL-3-DSNET_CONF_FAILED: Unable to set [chars] on Distribution Service interface.

**Explanation**  
The system is unable to set the specified parameter on the distribution service interface.

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

**Error Message**  
%DTL-3-DSNET_MCAST_FAILED: Failed to [chars] multicast on the WLC.

**Explanation**  
The WLC forwards multicast traffic only when multicasting is enabled. Toggling this state has failed.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %DTL-3-DSNET_MCAST.Mode_FAILED: Failed to set multicast mode to [chars] on the WLC.

**Explanation**  The WLC can forward multicast packets by encapsulating the multicast packet in either a unicast LWAPP packet or a multicast LWAPP packet. Toggling this mode has failed.

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

**Error Message**  %DTL-3-DSPORT_DEL_FAILED: Could not delete Distribution Service port: [dec]. [chars].

**Explanation**  The system could not delete the distribution service port.

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

**Error Message**  %DTL-3-FAP_ADD_FAILED: Could not add a Foreign AP port. [chars]. Port Intf = [dec].

**Explanation**  The system could not add a foreign AP port.

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

**Error Message**  %DTL-3-FAP_DEL_FAILED: Could not delete a Foreign AP port. [chars]. Port Intf = [dec].

**Explanation**  The system could not delete a foreign AP port.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %DTL-3-FDBMAC_ADD_FAILED: Unable to add a MAC entry. [chars].

Explaination  The system is unable to add a MAC entry.

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

Error Message  %DTL-3-INTFTBL_CONF_FAILED: Unable to configure Interface table entry. The DAPI command [chars] failed

Explanation  The system is unable to configure an interface table entry.

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

Error Message  %DTL-3-INVALID_ARP_TIMEOUT_ADDR: MAC entry ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) received for timeout is INVALID. Dropping it.

Explanation  A MAC entry received for a timeout is INVALID. The system is dropping the entry.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 10  DTL and EAP System Messages

Error Message  %DTL-3-INVALID_MCAST_UPORT: Invalid usp ([int],[int],[int]) used for multicast!

Explanation  An invalid user port was used for a multicast.

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

Error Message  %DTL-3-INVALID_NODEINFO_TYPE: Unsupported information type([dec]) found for interface [dec].

Explanation  An unsupported information type has been found.

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

Error Message  %DTL-3-INVALID_PORT_INDEX: Using invalid port [int] to index Port Table

Explanation  The system is using an invalid port to index the port table.

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

Error Message  %DTL-3-MAC_DELETE_ALL_FAILED: Failed to delete all entries from table. Could not delete [dec] MAC entries.

Explanation  The system has failed to delete all MAC entries from the table.

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

**Error Message**  %DTL-3-MCAST_STREAM_REG_FAILED: Could not register a multicast stream on the interface [dec].

**Explanation** The system could not register a multicast stream.

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

**Error Message**  %DTL-3-MIBOBJ_INIT_FAILED: DTL device failed to initialize MIB2 table.

**Explanation** The DTL device failed to initialize a MIB2 table.

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

**Error Message**  %DTL-3-MSG_Q_ENQUEUE_FAILED: Failed to enqueue message to DTL message queue. Head=[hex], Tail=[hex], Count=[dec].

**Explanation** The system has failed to enqueue the message to the DTL message queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 10      DTL and EAP System Messages

DTL Messages

Error Message  %DTL-3-MSG_Q_FULL: DTL msg queue is FULL. Head=[hex], Tail=[hex], Count=[dec].

Explanation  The DTL message queue is full.

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

Error Message  %DTL-3-NPUARP_ADD_FAILED: Unable to add an ARP entry for [dec].[dec].[dec] to the network processor. [chars].

Explanation  The system is unable to add an ARP entry to the network processor.

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

Error Message  %DTL-3-NPUARP_DEL_FAILED: Unable to delete an ARP entry for [dec].[dec].[dec].[dec] from the network processor. [chars].

Explanation  The system is unable to delete an ARP entry from the network processor.

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

Error Message  %DTL-3-NPUMAC_DEL_FAILED: Unable to delete the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from the network processor. [chars]

Explanation  The system is unable to delete a specific MAC address entry from the network processor.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %DTL-3-OSARP_ADD_FAILED: Unable to add an ARP entry for [dec].[dec].[dec] to the operating system. [chars].

Explanation  The system is unable to add an ARP entry to the operating system.

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

Error Message  %DTL-3-OSARP_DEL_FAILED: Unable to delete an ARP entry for [dec].[dec].[dec].[dec] from the operating system. [chars]

Explanation  The system is unable to delete an ARP entry from the operating system.

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

Error Message  %DTL-3-PDU_RECEIVE_FAILED: Failed to receive a PDU. USP:[dec]/[dec]/[dec]. Family=[dec], Cmd=[dec], Event=[dec].[chars]

Explanation  The system has failed to receive a network packet.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 10      DTL and EAP System Messages

DTL Messages

Error Message  %DTL-3-PKT_TX_ERROR: Failed to transmit a packet of type [dec], USP: [dec]/[dec]/[dec].

Explanation  The system has failed to transmit a network packet on a particular device interface.

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

Error Message  %DTL-3-RESTART_TIMER_FAILED: [chars]

Explanation  The system has failed to start the ARP timeout timer.

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

Error Message  %DTL-3-SCBIP_ADD_FAILED: Unable to plumb SCB IP entry with key [hex]:[hex]:[hex]:[hex]:[hex]:[hex] for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to NPU

Explanation  The system is unable to plumb the SCB IP entry to the NPU.

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

Error Message  %DTL-3-SCBIP_DEL_FAILED: Unable to remove SCB IP entry for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from NPU

Explanation  The system is unable to remove an SCB IP entry from the NPU.

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

**Error Message**  
%DTL-3-TBL_CONF_FAILED: Unable to configure token bucket table entry. The DAPI command [chars] failed

**Explanation**  The system is unable to configure a token bucket table entry.

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

**Error Message**  
%DTL-3-TUNNEL_PKT_SEND_FAILED: Could not tunnel a packet to [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. VLAN=[dec], Intf=[dec]. [chars].

**Explanation**  The system could not tunnel a packet.

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

**Error Message**  
%DTL-4-ACL_SET_FAILED: Could not set an ACL entry. ACL Id=[dec]. [chars].

**Explanation**  The system could not set an ACL entry.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  \%DTL-4-ARPMAP_DEL_FAILED: [chars]

**Explanation**  The system has failed to delete the ARP MAP.

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

**Error Message**  \%DTL-4-ARP_NULL_SRC_IP: Recv ARP Request with source IP as 0. Marking for Duplicate Addr Detection.

**Explanation**  Source IP address in the ARP request is 0.

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

**Error Message**  \%DTL-4-DSINTF_GET_FAILED: Unable to get the interface set for distribution system.

**Explanation**  The system is unable to get the interface set for the distribution system.

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

**Error Message**  \%DTL-4-FDBCMD_RECV_FAILED: Failed to process command from user port [dec]/[dec]/[dec]. Family=[dec], Cmd=[dec], Event=[dec]. [chars].

**Explanation**  The system has failed to process a command from the user port.

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

**Error Message** %DTL-4-GRAT_ARP_NOTSENT: Did not send Gratuitous ARP to defend IP address ([int].[int].[int].[int]) of local interface ‘[chars]’.

**Explanation** A gratuitous ARP that was sent to defend the IP address was held due to rate limiting.

**Recommended Action** No action is required.

**Error Message** %DTL-4-INVALID_DOT1D_STATE: Received invalid DOT1D state [dec], for interface [dec].

**Explanation** The system has received an invalid DOT1D state for an interface.

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

**Error Message** %DTL-4-IPPROTO_RECV_NOT_READY: DTL interface not yet ready to accept IP frames.

**Explanation** The DTL interface is not ready to accept IP frames. It has not been initialized.

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

**Error Message** %DTL-6-ARP_ADD_FAILED: Unable to insert an ARP entry for [dec].[dec].[dec].[dec] to the ARP table.

**Explanation** The system is unable to insert an ARP entry to the ARP table.

**Recommended Action** No action is required.
**Chapter 10      DTL and EAP System Messages**

**DTL Messages**

**Error Message**  
%DTL-6-ARPDATA_QUEUE_OVERLOAD: ARP input q exceeds limit. Current val = [dec]

**Explanation**  
The ARP task input queue has exceeded its limit. See if there is an ARP loop in the network.

**Recommended Action**  
No action is required.

**Error Message**  
%DTL-6-ARP_DEL_FAILED: Could not delete the ARP entry for [dec].[dec].[dec].[dec] from the ARP table.

**Explanation**  
The ARP entry to be deleted does not exist.

**Recommended Action**  
No action is required.

**Error Message**  
%DTL-6-ARP_PKT_TYPE_NOT_EOIP: Received tunneled arp packet type [dec] is not EOIP

**Explanation**  
The system has received an ARP packet that should be tunneled from a foreign controller. It should contain the EOIP type.

**Recommended Action**  
No action is required.

**Error Message**  
%DTL-6-ARP_TABLE_FULL: ARP table is full. Could not add the new entry

**Explanation**  
The ARP table is full. The system could not add the new entry.

**Recommended Action**  
No action is required.

**Error Message**  
%DTL-6-ARP_WRONG_ETYPE: Received Wrong Ethertype [dec] to arp task.

**Explanation**  
The system has received an Ethernet type that is not an ARP type.

**Recommended Action**  
No action is required.

**Error Message**  
%DTL-6-MAC_DELETE_FAILED: Failed to delete MAC entries in ARP Send Table.

**Explanation**  
The system has failed to delete MAC entries in the ARP send table.

**Recommended Action**  
No action is required.

**Error Message**  
%DTL-6-RX_ARP_LWAPP_CTL: Received lwapp ctl packet to arp task at wrong place.

**Explanation**  
The received Ethernet type is an LWAPP type. It should not be LWAPP control.

**Recommended Action**  
No action is required.
**Error Message**  %DTL-6-TUNNELED_NOT_ARP: Received tunneled packet type [dec] is not a arp packet.

**Explanation**  The system has received tunneled ARP requests that should have ARP type packets.

**Recommended Action**  No action is required.

**Error Message**  %DTL-6-TUNNELED_NOT_BCAST: Received tunneled packet type is not a broadcast packet.

**Explanation**  The system has received tunneled ARP requests that should have broadcast packets.

**Recommended Action**  No action is required.

**Error Message**  %DTL-6-VAPID_OUT_OF_RANGE: ssid [dec] of the client is out of range

**Explanation**  The system has received tunneled ARP requests that should be broadcast packets.

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

**Error Message**  %DTL-7-ARP_DELETE_STATUS: ARP Table is Full. Deleting the entry with IP: [int].[int].[int].[int] and Mac Address: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] [chars]

**Explanation**  This is a status of the request to delete the IP/MAC entry from the ARP table.

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

**Error Message**  %DTL-7-END_LOAD_DONE: Done loading Enhanced Network Driver....

**Explanation**  The system has finished loading the enhanced network driver.

**Recommended Action**  No action is required.
**Chapter 10      DTL and EAP System Messages**

**DTLS Messages**

This section contains DTLS messages.

**Error Message**  \%DTL-7-END_LOAD_STARTED: Loading Enhanced Network Driver.

**Explanation**  The system is loading the enhanced network driver.

**Recommended Action**  No action is required.

**Error Message**  \%DTLS-3-ALLOC_FAILED: Resource allocation failed

**Explanation**  The system failed to allocate a resource to complete the requested DTLS operation.

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

**Error Message**  \%DTLS-3-APID_DEL_FAILED: Unable to delete AP Id entry due to [chars] (=\[dec\])

**Explanation**  The system is unable to delete the AP ID entry.

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

**Error Message**  %DTL-3-MOBTUN_ADD_FAILED: Unable to configure Mobility tunnel. [chars]. port=[dec] vlan=[dec]

**Explanation**  The system is unable to configure the mobility tunnel.

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

**Error Message**  %DTL-3-MOBTUN_DEL_FAILED: Unable to delete Mobility tunnel due to [chars]. port=[dec]

**Explanation**  The system is unable to delete the mobility tunnel.

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

**Error Message**  %DTL-3-TUN_ADD_TO_RG_FAILED: Unable to add AP to multicast replication group. [chars]. (==[dec])

**Explanation**  The system is unable to add an AP to the multicast replication group.

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

### Error Message

%DTL-3-TUN_DEL_TO_RG_FAILED: Unable to delete AP from multicast replication group. [chars]. (=[dec])

**Explanation**
The system is unable to delete an AP from the multicast replication group.

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

### Error Message

%DTLS-3-HANDSHAKE_FAILURE: Failed to complete DTLS handshake with peer [int].[int].[int].[int]

**Explanation**
An error occurred during a DTLS handshake. The session will be closed.

**Recommended Action**
Reestablish the DTLS session.

### Error Message

%DTLS-3-HANDSHAKE_TIMEOUT: Failed to complete DTLS handshake with peer [int].[int].[int].[int]

**Explanation**
An error occurred during a DTLS handshake timeout.

**Recommended Action**
Reestablish the DTLS session.

### Error Message

%DTLS-3-HASH: DTLS connection hash table error - [chars]

**Explanation**
An error occurred when accessing the DTLS connection hash table.

**Recommended Action**
No action is required.

### Error Message

%DTLS-3-LIBRARY_ERROR: [chars] while communicating with peer [int].[int].[int].[int]

**Explanation**
An unexpected value has been returned from the underlying DTLS library.

**Recommended Action**
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %DTLS-3-PKI_ERROR: PKI initialization error : [chars] \\

**Explanation**  An error occurred while initializing the PKI for the DTLS.

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

**Error Message**  %DTLS-3-RECORD_ERROR: Erronous record received - [chars].

**Explanation**  An invalid record has been received. It will be ignored.

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

**Error Message**  %DTLS-3-UNKNOWN_CONNECTION: Local port [int] is not assocated with any established DTLS connection

**Explanation**  The system cannot perform the specified operation because the specified local port is not associated with any established DTLS connection.

**Recommended Action**  Use a port that is associated to an established DTLS connection.

**Error Message**  %DTLS-4-BAD_CERT: Certificate verification failed. Peer IP: [int].[int].[int].[int]

**Explanation**  The DTLS peer has presented an invalid certificate.

**Recommended Action**  No action is required.

**Error Message**  %DTLS-4-BAD_COOKIE: DTLS cookie verification failed. Peer IP: [int].[int].[int].[int]

**Explanation**  The DTLS peer has presented an invalid cookie.

**Recommended Action**  No action is required.
Error Message  %DTLS-5-ESTABLISHED: DTLS connection established on local port [int]\n
Explanation  A DTLS connection has been established on the indicated port.

Recommended Action  No action is required.

Error Message  %DTLS-5-ESTABLISHED_TO_PEER: DTLS connection established to [int].[int].[int].[int]\n
Explanation  A DTLS connection has been established on a peer.

Recommended Action  No action is required.

Error Message  %DTLS-5-PEER_DISCONNECT: DTLS peer [int].[int].[int].[int] has closed connection.\n
Explanation  The DTLS peer has sent a message to close the connection.

Recommended Action  No action is required.

Error Message  %DTLS-6-ARP_ADD_FAILED: Unable to insert an ARP entry for [dec].[dec].[dec].[dec] to the ARP table.

Explanation  The system is unable to insert an ARP entry into the ARP table.

Recommended Action  No action is required.

Error Message  %DTLS-6-DUPLICATE_RECORD: Duplicate record received - ignored.\n
Explanation  A duplicate record has been received. It will be ignored.

Recommended Action  No action is required.

Error Message  %DTLS-6-RECORD_IGNORED: Record ignored - [chars].\n
Explanation  The record has been ignored for the reason specified in the error message.

Recommended Action  No action is required.

EAP Messages

This section contains Extensible Authentication Protocol (EAP) messages.
**EAP Messages**

**Error Message**  %EAP-3-MSGQUEUEFAILED: IOS Proc shim: Unable to enqueue message to proc

**Explanation**  IOS message queue simulation: The system is unable to enqueue a message to process.

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

**Error Message**  %EAP-3-NOPROCQUEUE: EAP global process Queue not enabled!

**Explanation**  The EAP global process queue is not enabled.

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

**Error Message**  %EAP-3-TIMERINITFAILED: Cannot init timer

**Explanation**  The system cannot initialize or create a timer.

**Recommended Action**  Reduce other system activity to ease memory demands. If conditions warrant, upgrade to a larger memory configuration.
EMT EMWEB ENVMON and ETHOIP System Messages

This chapter contains the following topics:

- EMT Messages, page 11-1
- EMWEB Messages, page 11-4
- ENVMON Messages, page 11-7
- ETHOIP Messages, page 11-8

EMT Messages

This section contains Ethernet Multisegment Topology (EMT) messages.

Error Message  %EMT-2-OUT_OF_MEMORY_ERROR2: Unable to allocate semaphore.

Explanation  The Ethernet Multisegment Topology task has failed to initialize correctly.

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

Error Message  %EMT-2-TASK_CREATE_ERROR: Failed to Create EMT Task.

Explanation  The Ethernet Multisegment Topology task has failed to start correctly.

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

**Error Message** %EMT-2-TASK_INIT_ERROR1: Did not initialize array ptable_entry_count correctly !.

**Explanation** The Ethernet Multisegment Topology task has failed to initialize correctly.

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

**Error Message** %EMT-2-TASK_INIT_ERROR2: Did not initialize array ptable correctly !.

**Explanation** The Ethernet Multisegment Topology task has failed to initialize correctly.

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

**Error Message** %EMT-2-TIMER_CREATE_ERROR: Failed to create EMT Hello Timer

**Explanation** The Ethernet Multisegment Topology task failed to initialize correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %EMT-3-CONFIG_SAVE_ERROR: osapiFsWrite failed on [chars].

Explanation The EMT configuration could not be saved correctly.

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

Error Message %EMT-3-MSG_DELIVERY_ERROR1: Cannot deliver timer message to emt task!.

Explanation An internal system error has occurred.

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

Error Message %EMT-3-MSG_DELIVERY_ERROR2: Cannot deliver enable/disable message to emt task!.

Explanation An internal system error has occurred.

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

Error Message %EMT-3-OUT_OF_MEMORY_ERROR1: Out of System buffers.

Explanation The system might be running low on memory.

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

Error Message  %EMT-3-UNSUPPORTED_MSG_RECVD: EMT Task: Received unsupported message.

Explanation An internal system error has occurred.

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

EMWEB Messages

This section contains embedded web (EMWEB) messages.

Error Message  %EMWEB-1-BUFFER_TOO_MANY: Received too many Http buffers from a session. BufCount([dec]) > Max ([dec]), BufLen= [dec]. Aborting session.

Explanation The system has received too many HTTP buffers from a session. The system is aborting the session.

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

Error Message  %EMWEB-1-LOGIN_FAILED: Login failed. User:[chars].

Explanation The system has failed to log on.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 11  EMT EMWEB ENVMON and ETHOIP System Messages

EMWEB Messages

Error Message  %EMWEB-3-ATTACK_DETECTED: Detecting an attack from [chars]. [chars]. Disconnecting

Explanation  The system has detected an attack and is disconnecting.

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

Error Message  %EMWEB-3-CERTIFICATE_NOT_FOUND: Unable to find Web Authentication Certificate. [chars].

Explanation  The system is unable to find the web authentication certificate.

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

Error Message  %EMWEB-3-CONN_REJECT: An incoming connection has been rejected. [chars].

Explanation  The system has rejected an incoming connection.

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

Error Message  %EMWEB-3-FORM_SUBMIT_FAILED: Form submit action failed. [chars].

Explanation  A form submit action has failed.

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

**Error Message** \%EMWEB-3-INVALID_SOCK_NAME: Unable to get socket name. Error: [chars].

**Explanation** The system is unable to get the socket name.

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

**Error Message** \%EMWEB-3-RECV_FAILED: Failed to receive a web request. [chars]

**Explanation** The system has failed to receive a web request. The system is unable to allocate a buffer to receive the packet. This issue can occur if there is a DoS attack.

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

**Error Message** \%EMWEB-4-CLI_OUTPUT_TRUNCATED: CLI output has been truncated. Line no: [dec].

**Explanation** The CLI output has been truncated.

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

Error Message  %EMWEB-4-CONSOLE_CLOSED: Closing serial console connection.

Explanation  The system is closing the serial console connection.

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

ENVMON Messages

This section describes ENVMON messages.

Error Message  %ENVMON-3-RAID_REBUILD: Disk [dec] in RAID volume is rebuilding (%d%% finished)

Explanation  A disk in the RAID volume is rebuilding.

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

Error Message  %ENVMON-3-RAID_ONE_DISK_BAD: Disk [dec] in RAID volume is bad or finished.

Explanation  A hard disk in RAID volume is bad or missing.

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

**Recommended Action**

**ETHOIP Messages**

This section describes Ethernet over IP (ETHOIP) messages.

**Error Message**  
%ETHOIP-4-ARP_SEND_ERROR: Unable to send ARP Request for [int].[int].[int].[int]

**Explanation**  
An ARP request send has failed.

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

**Error Message**  
%ETHOIP-2-DS_PORT_NOT_FOUND: Unable to find the DS port while trying to send an Ethernet over IP ping message.

**Explanation**  
An internal error has occurred while sending an Ethernet over IP ping message.

**Recommended Action**  
Configure DS port if not configured. Otherwise, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%ETHOIP-2-LOCK_CREATE_ERROR: Failed to create Ethernet-over-IP ping lock.

**Explanation**  
The mobility failover and guest redundancy services did not start correctly.

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

**Error Message** %ETHOIP-2-SOCKET_OPEN_ERROR: Unable to open Ethernet-over-IP socket

**Explanation** A mobility failover or guest redundancy services might have been affected.

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

**Error Message** %ETHOIP-2-TASK_INIT_ERROR1: Failed to create Ethernet-over-IP socket rx task.

**Explanation** A mobility failover and guest redundancy services did not start correctly.

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

**Error Message** %ETHOIP-2-TASK_INIT_ERROR2: Failed to create ethoip osapi queue.

**Explanation** A mobility failover and guest redundancy services did not start correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %ETHOIP-2-TASK_INIT_ERROR3: Failed to create ethoip osapi receive task.

Explanation  A mobility failover and guest redundancy services did not start correctly.

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

Error Message  %ETHOIP-3-INVALID_PING_REPLY_RECV2: Drop Ethernet-over-IP ping reply from [int].[int].[int].[int]; expected reply from [int].[int].[int].[int]

Explanation  The Ethernet over IP task has dropped an unexpected ping reply.

Recommended Action  No action is required.

Error Message  %ETHOIP-3-INVALID_PKT_OPTYPE_RECV2: Recv Ethernet over IP pkt from [int].[int].[int].[int], unrecognized opcode [dec]

Explanation  The system has received an Ethernet over IP packet of the incorrect type.

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

Error Message  %ETHOIP-3-INVALID_PKT_RECV2: Ethernet over IP pkt too short; pkt size=[int], expected min=[int]

Explanation  An invalid Ethernet over IP packet has been received.

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

Error Message %ETHOIP-3-INVALID_PKT_SUBTYPE_RECVD: Recv Ethernet over IP ping pkt from [int].[int].[int].[int]: ethtype=[hex], expected [hex]

Explanations The system has received an Ethernet over IP ping packet of the incorrect type.

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

Error Message %ETHOIP-3-MOBILITY_PEER_NOT_FOUND: ping to [int].[int].[int].[int] failed, no mobility record found for the peer.

Explanations The ping destination was not found in the mobility list.

Recommended Action Check the mobility list configuration on the controller.

Error Message %ETHOIP-3-OSAPI_MSG_RECV_ERROR: Could not rx osapi msg.

Explanations An internal system error has occurred.

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

Error Message %ETHOIP-3-OUT_OF_MEMORY_ERROR: Out of System buffers.

Explanations The system might be running low on memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %ETHOIP-3-PING_RECVD_FROM_NON_MEMBER: Drop Ethernet-over-IP ping reply from [int].[int].[int].[int]; not a mobility peer

**Explanation**  The Ethernet over IP task has dropped a ping reply from an unknown source.

**Recommended Action**  Compare the mobility list configuration on the controller with that on the ping sender.

**Error Message**  %ETHOIP-3-PING_RESPONSE_TX_FAILED: Failed to tx a ping response to [int].[int].[int].[int], rc=[dec]

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

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

**Error Message**  %ETHOIP-3-PING_SEND_ERROR1: Mobility ping to [int].[int].[int].[int] rejected, not a mobility peer

**Explanation**  Internal system information

**Recommended Action**  Check the mobility configuration on this WLC to see if it has the peer listed.

**Error Message**  %ETHOIP-3-PING_SEND_ERROR2: Mobility ping to [int].[int].[int].[int] rejected, transmit count [dec] exceeds allowed value [dec].

**Explanation**  The **mping** command has failed.

**Recommended Action**  Enter the **mping** command again with a valid transmit count.

**Error Message**  %ETHOIP-3-PING_SEND_ERROR3: Mobility ping to [int].[int].[int].[int] failed, osapi msg to mobility task failed

**Explanation**  The **mping** command has failed due to internal error.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %ETHOIP-3-PING_TRANSMIT_FAILED: [chars]: Failed to tx Ethernet over IP ping rc=[dec].

Explanation  An internal system error has occurred.

Recommended Action  Check the logs preceding this error. If no possible resolution is found, copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %ETHOIP-3-PKT_RECV_ERROR: [chars]: ethoipRecvPkt returned error

Explanation  An internal system error has occurred.

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

Error Message  %ETHOIP-3-SOCKET_READ_ERROR: read from dtl Ethernet-over-IP socket failed.

Explanation  A mobility failover or guest redundancy services might be running into socket issues.

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

Error Message  %ETHOIP-3-SOCKET_REOPEN_ERROR: Unable to re-open Ethernet-over-IP socket

Explanation  A mobility failover or guest redundancy services might be running into socket issues.

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

**Error Message** %ETHOIP-3-SOCKET_SELECT_ERROR: select from Ethernet-over-IP socket failed with error [dec]

**Explanation** A mobility failover or guest redundancy services might be running into socket issues.

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

**Error Message** %ETHOIP-4-RECVD_PKT_FROM_NON_MEMBER: Recv Ethernet over IP ping from [int].[int].[int].[int], not from a mobility peer

**Explanation** This controller has received an Ethernet over IP ping from a nonmember.

**Recommended Action** Check mobility configuration on this WLC and its peer to see if it needs correction. If the problem persists, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %ETHOIP-4-GW_RESOLVE_ERROR: ping to [int].[int].[int].[int] failed, cannot resolve next-hop gw, rc=[dec]

**Explanation** The next hop gateway could not be resolved for the ping destination address.

**Recommended Action** Debug your network to allow the resolution of the next hop gateway to this destination.

**Error Message** %ETHOIP-4-RECV_PKT_WITH_INVALID_GROUP: Recv Ethernet over IP ping from [int].[int].[int].[int] in different Group

**Explanation** This controller has received an Ethernet over IP ping with the group ID that is not matching this controller.

**Recommended Action** Check the mobility configuration on this WLC and its peer to see that groups are configured properly.
Error Message  %ETHOIP-4-RECVD_PKT_WITH_INVALID_VERSION: Recv Ethernet over IP ping from [int].[int].[int].[int], with invalid version

Explanation  This controller has received an Ethernet over IP ping with a version that does not match this controller.

Recommended Action  Check the code version on this WLC and its peer to see if they match. If the problem persists, open a case with the Technical Assistance Center.

Error Message  %ETHOIP-6-INVALID_PING_REPLY_RECVD1: Drop bogus Ethernet-over-IP ping reply from [int].[int].[int].[int]

Explanation  The Ethernet over IP task has dropped a ping reply.

Recommended Action  No action is required.

Error Message  %ETHOIP-6-PING_REPLY_FAILED: ping reply to [int].[int].[int].[int] failed, rc=[dec]

Explanation  The previous message possibly carries the reason for the ping failure.

Recommended Action  No action is required.

Error Message  %ETHOIP-6-PING_REQUEST_FAILED: ping request to [int].[int].[int].[int] failed, rc=[dec]

Explanation  The previous message possibly carries the reason for the ping failure.

Recommended Action  No action is required.

Error Message  %ETHOIP-6-ARP_TO_RESOLVE_GW: Cannot reach [int].[int].[int].[int], no ARP entry for next-hop gw [int].[int].[int].[int] so tx ARP req.

Explanation  An attempt is being made to resolve the next hop gateway.

Recommended Action  No action is required.
FDB FIPS HA HIFN and FlexConnect System Messages

This chapter contains the following topics:

- FDB Messages, page 12-1
- FIPS Messages, page 12-2
- HA Messages, page 12-5
- HIFN Messages, page 12-6
- FlexConnect Messages, page 12-7

FDB Messages

This section contains FDB subsystem (FDB) messages.

Error Message %FDB-0-MSGTAG001: Failed to Create fdb Task..

Explanation The system has failed to create an FDB task.

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

Error Message %FDB-3-MSGTAG002: Error retrieving file [chars].

Explanation An error has occurred when retrieving the file [chars].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %FDB-3-MSGTAG003: LIF: Unable to register for VLAN change callback.

Explanation  The system is unable to register for a VLAN change callback.

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

Error Message  %FDB-3-MSGTAG004: Error on call to osapiFsWrite routine on config file [chars].

Explanation  An error has occurred on a call to the osapiFsWrite routine in the configuration file.

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

Error Message  %FDB-3-MSGTAG005: fdb Task: Failed to create, exiting.....

Explanation  The system has failed to create the FDB task and is now exiting.

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

FIPS Messages

This section contains Federal Information Processing Standards (FIPS) messages.
**Error Message**  %FIPS-3-AP_ZEROIZATION_FAILED: Unable to zeroize the AP key. [chars].

**Explanation**  FIPS requires a mechanism to zeroize a critical security parameter. An error occurred while trying to zeroize the AP secret.

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

**Error Message**  %FIPS-3-LOADCONF_FAILED: Unable to load configuration.

**Explanation**  The system has failed to load the FIPS configuration.

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

**Error Message**  %FIPS-3-ZEROIZATION_FAILED: Unable to reset the system key. [chars].

**Explanation**  FIPS requires a mechanism to reset a critical security parameter. An error occurred while trying to reset the system key.

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

**Error Message**  %FIPS-3-ZEROIZE_AP_FAILED: Unable to reset the AP key. [chars].

**Explanation**  The system is unable to reset the AP key.

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

**Error Message**  
%FIPS-3-ZEROIZE_CFM_SEND_FAILED: Unable to reset the AP key. [chars].

**Explanation**  
An error has occurred while trying to confirm an AP key reset.

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

**Error Message**  
%FIPS-3-ZEROIZE_REQ_SEND_FAILED: Unable to reset the AP key. [chars].

**Explanation**  
An error has occurred while trying to send a reset key request to the AP.

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

**Error Message**  
%FIPS-4-DUPLICATE_NDRNG_OUTPUT: Duplicate non-deterministic RNG output. Auto-seeding...

**Explanation**  
A FIPS continuous RNG test has failed. FIPS requires that two consecutive NDRNG blocks must not be the same.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %FIPS-4-DUPLICATE_RNG_OUTPUT: Duplicate FIPS 186-2 RNG output.
Auto-seeding...

**Explanation**  A FIPS continuous RNG test has failed. FIPS requires that two consecutive RNG blocks must not be the same.

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

**Error Message**  %FIPS-4-PREREQMODE_SET_FAILED: Unable to set FIPS prerequisite mode because it is already [chars].

**Explanation**  The FIPS prerequisite mode is already set.

**Recommended Action**  No action is required.

**Error Message**  %FIPS-4-RNGSEEDKEY.MATCHED: FIPS 186-2 Seed matches Seed Key.
Auto-seeding...

**Explanation**  FIPS requires that the RNG seed must not be the same as the RNG seed key.

**Recommended Action**  No action is required.

**Error Message**  %FIPS-6-AP.ZEROIZATION: AP key zeroization initiated.

**Explanation**  FIPS requires a mechanism to zeroize a critical security parameter.

**Recommended Action**  No action is required.

### HA Messages

This section contains High Availability subsystem (HA) messages.

**Error Message**  %HA_SSO-3-MSG_SEND_ERR2: Unable to send %s message to HA SSO Task

**Explanation**  HA SSO process is busy, if condition persists, switch Over may not happen properly.

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

HIFN Messages

This section contains HIFN subsystem (HIFN) messages.

Error Message %HIFN-3-DHMAPMEM: error return [dec] while mapping DH structs

Explanation A call for mapping various structures for the public key and the private key has failed.

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

Error Message %HIFN-3-DHMEMOVERRUN: Memory overrun in DH parameter

Explanation An error has occurred when some tasks overwrite into DH structure memories. A memory overrun has occurred.

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

Error Message %HIFN-3-DHSYNCEXECFAIL: error return [dec] while execution of command

Explanation A call to execute a command on the security processor has returned a failure.

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

This section contains FlexConnect access point messages.

**Error Message**  %FLEXCONNECT-3-MSGTAG001: Unable to write flexconnect configuration file.

**Explanation**  The system is unable to write the FlexConnect configuration file.

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

**Error Message**  %FLEXCONNECT-6-MSGTAG002: Configuration file version < 4.2.2.3

**Explanation**  The configuration file is a version earlier than software release 4.2.2.3.

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

This chapter contains the following topics:

- IAPP Messages, page 13-1
- IDMGR Messages, page 13-4
- INIT Messages, page 13-5
- Cisco IOS Messages, page 13-12

IAPP Messages

This section contains Inter-Access Point Protocol (IAPP) messages.

Error Message %IAPP-2-TASK_INIT_ERROR1: Failed to create IAPP socket rx task.

Explanation The IAPP task has failed to start correctly.

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

Error Message %IAPP-2-TASK_INIT_ERROR2: Unable to open IAPP socket

Explanation The IAPP socket has failed to open.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %IAPP-3-AP_NOT_FOUND: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not exist.

Explanation  An access point could not be found.

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

Error Message  %IAPP-3-INVALID_PKT_RECV: invalid subType([dec]) in iappProcessLocpClientPackets

Explanation  An invalid IAPP packet has been received.

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

Error Message  %IAPP-3-MOBILE_NOT_FOUND: mobile station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not exist.

Explanation  A mobile station could not be found.

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

Error Message  %IAPP-3-OUT_OF_MEMORY_ERROR: Out of System buffers.

Explanation  The system might be running low on memory.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %IAPP-3-SCOKET_READ_ERROR: read from dt1 IAPP socket failed.

Explanation  An IAPP task is experiencing problems while processing packets.

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

Error Message  %IAPP-3-SCOKET_OPEN_ERROR: Unable to re-open IAPP socket

Explanation  An IAPP task is experiencing problems while processing packets.

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

Error Message  %IAPP-3-SCOKET_SELECT_ERROR: select from IAPP socket failed with error [dec]

Explanation  An IAPP task is experiencing problems while processing packets.

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

This section contains ID Manager (IDMGR) messages.

Error Message  %IDMGR-3-ID_MANAGER_INTERNAL_ERROR: [chars]

Explanation  An internal error has occurred with the ID Manager.

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

Error Message  %IDMGR-3-INTERRUPT: [chars]

Explanation  There has been an attempt to get the ID at the interrupt level.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %IDMGR-3-INVALID_ID: bad id in [chars] (id: [hex])

Explanation  An ID Manager error has occurred.

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

Error Message  %IDMGR-3-INVALID_ID_TABLE_SIZE: bad new ID table size

Explanation  A bad new table request to ID Manager has occurred.

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

Error Message  %IDMGR-3-MALLOC_FAILURE: [chars]

Explanation  A MALLOC failure has occurred in the ID Manager.

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

INIT Messages

This section contains initialization (INIT) messages.

Error Message  %INIT-0-DRIVER_OPEN_FAILED: Failed to open the driver [chars]

Explanation  The system has failed to open the driver.

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

Error Message %INIT-0-LICENSED_CRASH: License daemon exited abnormally with signal: %d

Explanation The license daemon has exited abnormally.

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

Error Message %INIT-0-LICENSED_EXIT_NORMAL: License daemon exited normally with code [dec].

Explanation The license daemon has exited normally.

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

Error Message %INIT-0-LICENSED_FORK_FAILED: Failed to spawn the license daemon.

Explanation The system has failed to spawn the license daemon.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %INIT-0-LICENSED_RESTART_NOTIFY: Failed to send notification of the restart event.

Explanation The system has failed to send a notification of the restart event.

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

Error Message %INIT-0-LICENSED_START_FAILED: Failed to start the license daemon.

Explanation The system has failed to start the license daemon.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %INIT-0-SEM_CREAT_FAILED: Failed to create semaphore for the INIT task.

Explanation The system has failed to create a semaphore for the INIT task.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %INIT-0-SET_I2CADDR_FAILED: Failed to set the I2C device address for dual Gig card.

Explanation The system has failed to set the I2C device address for a dual Gigabit card.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %INIT-0-READ_GIGCARD_FAILED: Failed to read data from dual Gig card.

**Explanation**  The system has failed to read data from a dual gigabit card.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %INIT-0-TASK_CREAT_FAILED: Failed to create the task [chars].

**Explanation**  The system has failed to create a task.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %INIT-0-WRITING_INVALID_VALUE_TO_SERVICE_PORT: Writing invalid value of [hex] to control register of service port phy.

**Explanation**  The system is writing an invalid value to the control register of the service port.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %INIT-0-WRITE_GIGCARD_FAILED: Failed to write data to dual Gig card.

Explanation  The system has failed to write data to a dual gigabit card.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %INIT-2-MOUNT_FAILED: [chars][dec].

Explanation  The system is unable to mount or unmount the AP image directory (/mnt/images).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %INIT-3-CREAT_SOCK_FAILED: Failed to open socket to read MAC address from eth[dec].

Explanation  The system has failed to open a socket to read the MAC address.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %INIT-3-FILE_OPEN_FAILED: Failed to open the file [chars].

Explanation  The system has failed to open a file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
INIT Messages

Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %INIT-3-INIT_GIGCARD_FAILED: Failed to initialize dual Gig card.

Explanation  The system has failed to initialize a dual Gigabit card.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %INIT-3-MDIO_CMD_INVALID: Invalid MDIO command [dec]

Explanation  The system has detected an invalid MDIO command.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %INIT-3-PARSING_FAILED: Unable to parse the content of the file [chars].

Explanation  The system is unable to parse the content of a file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 13 IAPP IDMGR INIT IOS System Messages

INIT Messages

Error Message %INIT-3-READ_EEPROM_FAILED: Failed to read MAC address from EEPROM.

Explanation The system has failed to read a MAC address from EEPROM.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %INIT-3-READ_HWADDR_FAILED: Failed to read MAC address from eth[dec]. The ioctl call failed for [chars].

Explanation The system has failed to read a MAC address.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %INIT-3-TRANSCEIVER_NOT_DETECTED: No transceivers detected.

Explanation No transceivers have been detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %INIT-3-TRANSCEIVER_DOWN: Transceiver [chars] is down

Explanation A transceiver is down.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%INIT-6-FE_MODULE_NOT_FOUND: Fast Ethernet Module not found.

**Explanation**  
A Fast Ethernet module has not been found.

**Recommended Action**  
No action is required.

**Error Message**  
%INIT-6-SWITCHING_TRANSCIEVER: Switching to Transceiver [chars].

**Explanation**  
The system is switching to another transceiver.

**Recommended Action**  
No action is required.

**Error Message**  
%INIT-6-SECURITY_MODULE_NOT_FOUND: Security Module not found.

**Explanation**  
The security module has not been found.

**Recommended Action**  
No action is required.

**Error Message**  
%INIT-7-INIT_LED: Initializing LEDs

**Explanation**  
The system is initializing LEDs.

**Recommended Action**  
No action is required.

**Error Message**  
%INIT-7-SWITCH_BOOTING: Switch booting...

**Explanation**  
The switch is booting.

**Recommended Action**  
No action is required.

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**Cisco IOS Messages**

This section contains Cisco IOS messages.

**Error Message**  
%IOS-3-INV_CERT_LEN: LOCAL-AUTH(SHIM): Received peer cert too big (size [int])

**Explanation**  
The system has received a peer certificate that is too big.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %IOS-3-INV_PARAM: OPSSL_PARSER: Received a NULL ctx in verify callback

Explanation  The system has received a null ctx in a verify callback. An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %IOS-3-PEER_CERT_DECODE_FAIL: LOCAL-AUTH(SHIM): Unable to decode peer device cert for session [hex]

Explanation  The system is unable to decode a peer device certificate for the specified session.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %IOS-3-PEER_CERT_GET_FAIL: LOCAL-AUTH(SHIM): Unable to retrieve peer device cert for session [hex]

Explanation  The system is unable to retrieve a peer device certificate for the specified session.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %IOS-3-PEER_CERT_VER_FAIL: LOCAL-AUTH: Peer cert (user ‘[chars]’) failed ‘[chars]’ check

**Explanation**  The system has failed to authenticate the specified user.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %IOS-3-PEER_CERT_ZERO_LEN: OpenSSL_PARSER: Received a zero len cert from peer for session [hex]

**Explanation**  The system has received a zero len certificate from a peer for the specified session.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
IPSTAT L7API L7COMM and LAG System Messages

This chapter contains the following topics:

- IPSTAT Messages, page 14-1
- L7API Messages, page 14-1
- L7COMM Messages, page 14-2
- LAG Messages, page 14-2

IPSTAT Messages

This section contains IP statistics (IPSTAT) messages.

Error Message  %IPSTAT-3-STATS_CREATE_FAIL: ipStatsCreate: Could not create [chars] counters for interface [dec].

Explanation  The system could not create statistical counters. An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

L7API Messages

This section contains L7API subsystem (L7API) messages.
L7COMM Messages

This section contains L7COMM subsystem (L7COMM) messages.

Error Message  %L7COMM-3-ACL_NAME_TOO_LONG: aclName too long

Explanation  The ACL name is too long.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %L7COMM-3-VLAN_NAME_TOO_LONG: vlanIfName too long

Explanation  The vlanIfName is too long.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

LAG Messages

This section contains Link Aggregation (LAG) messages.
Error Message %LAG-0-TASK_CREATE_FAIL: Could not create Lag Task. Lag not initialized

Explanation The system could not create a LAG task. The LAG is not initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LAG-0-QUEUE_CREATE_FAIL: Unable to create msg queue for Lag Task. Lag initialization failed.

Explanation The system is unable to create a message queue for the LAG task. LAG initialization has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LAG-3-CMD_WAIT_FAIL: Lag command failed to complete for Interface: [dec].

Explanation The LAG command has failed to complete for an interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LAG-3-CONFIG_INIT_FAIL: Failed to apply component startup configuration for Lag.

Explanation The system has failed to apply the component startup configuration for LAG.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %LAG-3-CREATE_NEW_FAIL: Could not create LAG from NV config data entry.
Explanation  The system could not create the LAG from the NV configuration data entry.
Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LAG-3-CRTLBLK_GET_FAIL: Cannot create LAG ‘[chars]’. Exceeded Maximum number of LAG interfaces possible.
Explanation  The system cannot create the LAG. The maximum number of LAG interfaces have been exceeded.
Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LAG-3-FILE_WRITE_FAIL: Failed to write to configuration file [chars].
Explanation  The system has failed to write to the configuration file.
Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LAG-3-INIT_FAIL: Failed to initialize Link Aggregation.

Explanation The system has failed to initialize Link Aggregation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LAG-3-INTF_FIND_FAIL: Interface [dec] not found in LAG [dec] member list.

Explanation The interface has not been found in the LAG member list.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LAG-3-INVALID_COMMAND: Invalid command received.

Explanation An invalid command has been received.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LAG-3-INVALID_CONFIG_PARAMS: Cannot create LAG ‘[chars]’. Invalid configuration parameters.

Explanation The system cannot create the LAG because of invalid configuration parameters.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Chapter 14  IPSTAT L7API L7COMM and LAG System Messages

LAG Messages

Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LAG-3-MODIFY_FAIL: Failed to modify LAG [chars]. Invalid configuration parameters. Try configuring without any members or all members must be full-duplex and have same speed. Interface: [dec]

Explanation  The system has failed to modify the LAG because of invalid configuration parameters. Try configuring without any members or all members must be full duplex and have the same speed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LAG-3-MODIFY_INTERNAL_ERR: Failed to modify LAG [chars]. Internal system error. Interface: [dec]

Explanation  The system has failed to modify the LAG because of an internal system error.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LAG-3-MSG_SND_FAIL: Failed to send message to Lag for a state change request. Interface: [dec]

Explanation  The system has failed to send a message to the LAG for a state change request.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %LAG-3-NIM_INFOGET_FAIL: Could not get NIM information for LAG interface [dec]. Failed to initialize LAG.

Explanation The system could not get NIM information for a LAG interface. The system has failed to initialize the LAG.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LAG-3-NV_READ_FAIL: Error retrieving file [chars] from flash

Explanation An error occurred while retrieving the file from the flash memory.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LAG-3-REG_CALBAK_FAIL: Unable to register for interface state change. LAG not initialized.

Explanation The system is unable to register for an interface state change. The LAG is not initialized.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LAG-4-INCOMPATIBLE_PORT_SPEED: All members of lag must have same speed. Interface [dec] has speed different from all other members of Lag. Removing from Lag.

Explanation All members of the LAG must have the same speed. One of the members of the LAG has a different speed different than all other members. The system is removing that interface from the port bundle.

Recommended Action No action is required.
LAG Messages

Error Message  %LAG-4-INTF_SPEED_UPDATED: Speed of interface [dec] updated with the speed of all other members of Lag.

Explanation  The speed of the interface has been updated with the speed of all other members of the LAG.

Recommended Action  No action is required.

Error Message  %LAG-3-STAT_INIT_FAIL: Failed to initialize statistical counters for interface. Interface: [dec]

Explanation  The system has failed to initialize statistical counters for an interface.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LAG-3-TASK_SYNC_FAIL: Could not synchronize the Lag TASK. Lag not initialized.

Explanation  The system could not synchronize a Lag task. The Lag was not initialized.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
CHAPTER 15

LICENSE LOCP and LOG System Messages

This chapter contains the following topics:

- LICENSE Messages, page 15-1
- LICENSE_IMAGE_APPLICATION Messages, page 15-11
- LOCP Messages, page 15-12
- LOG Messages, page 15-13

LICENSE Messages

This section contains license (LICENSE) messages.

Error Message  %LICENSE-3-AKC_MISMATCH: Generated key [chars] does not match with the user-configured key [chars]. Sw Key: [chars]

Explanation  The generated key does not match the user-configured key.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LICENSE-3-CARD_MODEL_INVALID: NEC license does not support the card model [hex].

Explanation  The NEC license does not support a card model.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-CHECKSUM_INCORRECT: NEC SKC [chars] checksum [chars] is incorrect.

**Explanation**  The NEC SKC has an incorrect checksum.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-6-DECODE_KEY_FAILED: Failed to decode the temporary key [chars].

**Explanation**  The system has failed to decode the temporary key.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-FEATURE_ID_UNKNOWN: NEC SKC [chars] has unknown feature field [chars].

**Explanation**  The NEC SKC has an unknown feature field.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 15 LICENSE LOCP and LOG System Messages

**LICENSE Messages**

**Error Message** %LICENSE-3-FEATURE_MISMATCH: The feature [chars] in the SKC [chars] does not match the image

**Explanation** The feature in the SKC does not match the image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LICENSE-0-FEATURE_TURNED_OFF: NEC key [chars] with feature [chars] has [chars]. AP features are off.

**Explanation** The NEC key has expired or has been deleted. AP features are disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LICENSE-3-FILE_ACCESS_FAILED: Failed to access the compressed file [chars].

**Explanation** The system has failed to access the compressed file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LICENSE-3-FILE_INTEGRITY_FAILED: File integrity failed.

**Explanation** A file integrity failure has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-FILE_LEN_BIG: The length of the file [chars] is [int]. It is bigger than the maximum limit [int].

**Explanation**  The length of the file is bigger than the maximum size limit.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-FILE_OPEN_FAILED: Failed to open the file [chars]. Error: [chars].

**Explanation**  The system has failed to open a file.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-FILE_READ_FAILED: Failed to read the file [chars]. Error: [chars].

**Explanation**  The system has failed to read a file.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LICENSE-3-FILE_RETRIEVE_FAILED: Failed to retrieve the file [chars] from NV memory.

**Explanation**  The system has failed to retrieve the AV file from the NV memory.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-FILE_SIZE_MISMATCH: Actual size of the file [chars] ([dec] bytes) mismatches with the size retrieved using fstat ([dec] bytes).

**Explanation**  The actual size of the file does not match with the size retrieved using FSTAT.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-FILE_WRITE_FAILED: Failed to write the config file [chars] into NV Memory.

**Explanation**  The system has failed to write the license configuration file into the NV memory.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-FSTAT_FAILED: Failed to obtain the status of the file [chars]. The fstat system call failed. Error: [chars].

**Explanation**  The system has failed to obtain the status of a file.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-GET_VER_FAILED: cannot get software release number.

**Explanation**  The system cannot get a software release number.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-INVALID_VER_STR: The software release string [chars] is invalid.[chars].

**Explanation**  The software release string is invalid.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-KEY_EXPIRED: NEC key [chars] with feature [chars] has [chars].

**Explanation**  The NEC key has expired or has been deleted.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %LICENSE-3-KEY_GEN_FAILED: Generating the license key failed. serial
[dec].

**Explanation**  The license key generation has failed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LICENSE-3-KEY_ISSUER_INVALID: The SKC key is neither temporary nor production key. It is rejected.

**Explanation**  The SKC key is not a temporary or production key. The system has rejected the key.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LICENSE-3-KEY_LEN_INVALID: [chars] [chars] has invalid length [dec].

**Explanation**  The key code has an invalid length.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LICENSE-4-LIC_AGENT_OFF: License Agent is turned off. UDI=[chars]

**Explanation**  The license agent on this device is not running.

**Recommended Action**  Check the device configuration. Enable License Agent.
**Error Message**  %LICENSE-3-LICENSE_INTEGRITY_FAILED: License integrity failed.

**Explanation**  A license integrity failure has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-0-LICENSE_KEY_MISMATCH: Image and NEC license key mismatch. All AP functionalities are disabled.

**Explanation**  The image and NEC license key do not match. All the AP functionality is disabled.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-3-MEM_ALLOC_FAILED: Failed to allocate memory of [dec] bytes.

**Explanation**  The system has failed to allocate memory.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LICENSE-4-NEC_KEY_DROPPED: No memory to add NEC key [chars]; user should delete a key.

**Explanation**  The system does not have enough memory to add the NEC key; you must delete a key.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Chapter 15  LICENSE LOCP and LOG System Messages

LICENSE Messages

Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LICENSE-3-PROD_ID_MISMATCH: ProdSeries(hw=[chars] sw=[chars]) or ProdID(hw=[chars] sw=[chars]) mismatch between hw and sw keys (SKC=[chars])

Explanation  The hardware and software keys do not match. The product series or the product IDs for the keys might also not match.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LICENSE-7-READ_LICENSE_FILE: Reading the license file [chars].Serial No: [chars].Product : [dec]. sw release:[dec].[dec].[dec].[dec].sw release length [dec].

Explanation  The system is reading the license file.

Recommended Action  No action is required.

Error Message  %LICENSE-7-REBUILDING_CFG_FILE: Rebuilding the default configuration for ‘[chars]’

Explanation  The system is rebuilding the default license configuration file.

Recommended Action  No action is required.

Error Message  %LICENSE-3-SAVE_TMPKEY_FAILED: Failed to save the NEC temp key [chars] into config file, and clearing it from the running config.Return code [dec].

Explanation  The system has failed to save the NEC temporary key into the configuration file. The system is clearing it from the running configuration.

Recommended Action  No action is required.

Error Message  %LICENSE-0-SEM_CREAT_FAILED: Failed to create license semaphore.

Explanation  The system has failed to create a license semaphore.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %LICENSE-0-TEMP_KEY_EXPIRED: NEC temporary key [chars] expired.

Explanation  A NEC temporary key has expired.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LICENSE-3-TIMER_CREAT_FAILED: Failed to create a NEC license timer.

Explanation  The system has failed to create a NEC license timer.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LICENSE-3-TIMER_START_FAILED: Failed to start the NEC license timer.

Explanation  The system has failed to start the NEC license timer.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LICENSE-3-TMP_KEY_REUSED: Rejected NEC key [chars] configuration. Re-use of the same temporary key is not allowed.

Explanation  The system has rejected a NEC key configuration because reusing the same temporary key is not allowed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

LICENSE_IMAGE.APPLICATION Messages

This section contains Licensing Image Application (LICENSE_IMAGE.APPLICATION) messages.

Error Message  %LICENSE_IMAGE_APPLICATION-3-FAILED: [chars], rc = [dec]

Explanation  The licensing subsystem failed to create a process or a watched boolean to watch the request from the remote show subsys license commands.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  reboot level = [chars] and License = [chars]

Explanation  This is an informational message to display the change in the next reboot license level.

Recommended Action  No action is required.

Error Message  %LICENSE_IMAGE_APPLICATION-6-LICENSE_LEVEL: Module name = [chars] Next reboot level = [chars] and License = [chars]

Explanation  This is an informational message to display the change in the next reboot license level.

Recommended Action  No action is required.
Error Message  %LICENSE_IMAGE_APPLICATION-6-LICENSE_LEVEL_CONFIG: Please issue ‘license boot’ config command to make extension license ([chars]) available for use.

Explanation  This is an informational message to inform the user to make the extension license available to support the image level.

Recommended Action  Configure the licensing image level.

Error Message  %LICENSE_IMAGE_APPLICATION-6-NO_LICENSE: [chars] [chars].

Explanation  There is no valid license available on this device.

Recommended Action  Purchase a license to activate required features.

Error Message  %LICENSE_IMAGE_APPLICATION-3-UNKNOWN_EVENT: [chars]

Explanation  The image licensing subsystem received an event that it does not understand or recognize.

Recommended Action  Capture the error message and forward it to the appropriate licensing component.

Error Message  %LICENSE_IMAGE_APPLICATION-3-UNKNOWN_VERSION: [chars]

Explanation  The image licensing subsystem received an event for an unknown version of a feature.

Recommended Action  Capture the error message and forward it to the appropriate licensing component.

LOCP Messages

This section contains Location Protocol (LOCP) messages.

Error Message  %LOCP-3-CERT_AAA_ERR: LOCP: LBS cert AAA Error for [chars]

Explanation  LOCP: The controller LBS-SSC AuthList has failed to validate a certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 15      LICENSE LOCP and LOG System Messages

LOG Messages

This section contains log (LOG) messages.

Error Message  %LOCP-3-INIT_FAIL: LOCP Task failed to initialize

Explanation  The LOCP receive task has failed to initialize and cannot accept incoming LOCP messages.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LOCP-3-INV_CERT_LEN: LOCP: Received invalid peer cert {size [int]}

Explanation  The system has received an invalid peer certificate that is too big.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LOCP-3-PEER_CERT_VER_FAIL: LOCP: LBS cert verification failed check

Explanation  LOCP: The controller has failed to validate the LBS peer certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LOG-3-CRASH_FILE_CREATE_FAIL

**Explanation**  The system is unable to recreate the crash file.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LOG-3-FILE_OPEN_FAIL: Unable to open crash file [chars]. Error: [chars]

**Explanation**  The system is unable to open the specified crash file.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LOG-3-FILE_WRITE_FAIL: Error on call to osapiFsWrite routine on config file [chars].

**Explanation**  The system has failed to write the configuration file for the LOG subsystem.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LOG-7-SERVICE_STARTED: syslog services started!

**Explanation**  Syslog services have started.

**Recommended Action**  No action is required.
Error Message  %LOG-3-RAW_FILE_OPEN_FAIL: Unable to open raw partition: [chars].  
Error: [chars]

Explanation  The system is unable to open the raw partition to read the watchdog data.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LOG-3-RAW_FILE_READ_FAIL: Unable to read from the raw partition: [chars]. Error: [chars]

Explanation  The system is unable to read the watchdog data from the raw partition.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LOG-3-WD_FILE_CREAT_FAIL: Unable to create the watchdog file: [chars]. Error: [chars]

Explanation  The system is unable to create the watchdog file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LOG-3-WD_FILE_WRITE_FAIL: Unable to write to the file: [chars].  
Error: [chars]

Explanation  The system is unable to write to the watchdog file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LOG-3-WD_TOTAL_INVALID: Total bytes of watchdog data read from the raw device is invalid: [dec].

**Explanation**

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LRADSIM and LWAPP System Messages

This chapter contains the following topics:

- LRADSIM Messages, page 16-1
- LWAPP Messages, page 16-4

**LRADSIM Messages**

This section contains LWAPP Radio Access Device Simulator (LRADSIM) messages.

**Error Message** `%LRADSIM-3-AUTHREQFAIL: Unable to send authenticate message.`

**Explanation** The system has failed to encapsulate the header in the authentication message.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** `%LRADSIM-3-INVMACFAIL: Unable to retrieve the interface MAC address.`

**Explanation** The system is trying to retrieve the MAC address of an unplugged interface or the interface index exceeds the maximum supported interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** `%LRADSIM-3-INVDADDR: Invalid destination address provided.`

**Explanation** The system is trying to use an invalid IP address.

**Recommended Action** This is a debug message only. No action is required.
LRADSIM Messages

Error Message %LRADSIM-3-INVMS: Invalid mobile identifier provided.
Explanation The system is trying to use an invalid AP for a mobile station.
Recommended Action This is a debug message only. No action is required.

Error Message %LRADSIM-3-INVPARAM: Invalid parameters provided to sendDiscoveryRequest.
Explanation A bad destination address or an invalid port number was specified as a parameter to the sendDiscoveryRequest.
Recommended Action This is a debug message only. No action is required.

Error Message %LRADSIM-3-INVRCB: Invalid control block identifier provided.
Explanation The system is trying to find an invalid or nonexistent control block in the list.
Recommended Action No action is required.

Error Message %LRADSIM-3-LRADINITFAIL: Unable to create the control block.
Explanation The system is unable to get a lock for the control block or trying to corrupt the DB with an invalid control block.
Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Explanation The system is trying to associate a mobile station on a nonexistent AP.
Recommended Action No action is required.

Error Message %LRADSIM-3-MSDISFAIL: Sending Discovery Request for mobile [dec] failed.
Explanation An invalid parameter has been passed to a discovery request.
Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %LRADSIM-3-MSLISTFAIL: Failed to initialize the mobile station list.

Explanation  The system is unable to create a lock for the mobile station list. This problem occurs when the system memory is full.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LRADSIM-3-NOINTFOUND: Unable to determine the number of interfaces in the system.

Explanation  The system is unable to detect the number of active interface present in the system.

Recommended Action  This is a debug message only. No action is required.

Error Message  %LRADSIM-3-RCBMISMATCH: No active control block found for the ap Id [dec] Auth req can not be sent for mobile Id [dec]

Explanation  No active block has been found control block found for the AP and an Auth req cannot be sent for the mobile station.

Recommended Action  No action is required.

Error Message  %LRADSIM-3-SYSTEMFULL: Out of System buffers.

Explanation  The system memory is full.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LWAPP Messages

This section contains Lightweight Access Point Protocol (LWAPP) messages.

Error Message  %LWAPP-3-AAA_ERR: Could not send AP authorization request

Explanation  Due to an error in the internal state of the AP, the AP authorization request could not be sent. The AP might not be able to join the controller.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-AAA_ERR2: Invalid AAA state ('[chars]') for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The AP could not join the controller due to an internal error.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-ADD_OSSID_ERR: Unable to add [chars] SSID to override table for AP [chars]

Explanation  Due to an internal error, override SSID information was not added into the database. The override SSID functionality might not work as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-AKITA_ERR: AP ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) is not supported

Explanation  This version of the controller software does not support the AP.

Recommended Action  Obtain the right version of the software that supports the AP if you want this AP in the network.

Error Message  %LWAPP-3-APEVTLOGDNLDERR: Failed to download event log from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars]

Explanation  The controller was unable to download the event log from the specified remote AP. The exact reason of the failure is also in the message.

Recommended Action  Identify the reason for the failure from the message.

Error Message  %LWAPP-1-AP_CONTAINED: AP [chars] is being contained on slot [dec]

Explanation  The specified AP has been detected as a rogue and is being contained.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-AP_DB_CREATE_ERR: Unable to create an entry for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in the database - [chars]

Explanation  Could not add the AP into an entry in the internal database.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LWAPP-3-AP_DB_DELETE_ERR1: Could not delete AP entry, invalid ID (x[hex])

Explanation   Deleting the AP from the internal database has failed because the entry for the AP could not be found. It is possible that the AP has been removed from the controller.

Recommended Action  Use the show ap summary command to determine if the AP is still joined to the controller. If it is not, ignore the message. If it is still joined, restart the AP to ensure that it has the latest configuration and contact technical assistance if the problem recurs.

Error Message  %LWAPP-3-AP_DB_DELETE_ERR2: Unable to remove AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] [chars]

Explanation   Due to an internal error, deleting the AP entry from the network processor has failed. If the AP attempts to join this controller, it might not function as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-AP_DB_ERR1: Unable to find AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] entry in the database, could not process [chars]

Explanation   The operation being performed for the AP has failed because the internal entry for the AP was not found. It is possible that the AP has been removed from the controller.

Recommended Action  Use the show ap summary command to determine if the AP is still joined to the controller. If it is not, ignore the message. If it is still joined, restart the AP to ensure that it has the latest configuration and contact technical assistance if the problem recurs.

Error Message  %LWAPP-3-AP_DB_ERR2: Unable to find AP (id [int]) in the database, [chars]

Explanation   The operation being performed for the AP failed because the internal entry for the AP was not found. It is possible that the AP has been removed from the controller.

Recommended Action  Use the show ap summary command to determine if the AP is still joined to the controller. If it is not, the message might be ignored. If it is still joined, restart the AP to ensure that it has the latest configuration and contact technical assistance if the problem recurs.
**Error Message** %LWAPP-3-AP_DB_FULL: Could not allocate an entry for the AP, database is full

**Explanation** The internal database for the AP is full, so an entry for the AP could not be added. The AP will not be able to join the controller.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-AP_DBG: Could not execute debug command, command is too long; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The remote debug command is not supported, if possible because it is too long.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-AP_DB_INVALID: AP information in the database is invalid

**Explanation** An invalid AP entry was found in the AP database. If the AP is still joined to the controller, it might not function properly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-4-AP_JDBG_ADD_FAILED: Unable to create AP Join information entry for AP:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], [chars]

**Explanation** The AP join information could not be added to the debugging database for the indicated reason. Debugging logs might be incomplete.

**Recommended Action** If the AP join information entry could not be created because the controller is already maintaining a maximum number of entries supported on the particular controller platform, ignore the message until the controller is rebooted next. This controller does not record any AP join information for any new APs deployed until the next reboot. For all other reasons specified, copy the message and contact technical assistance.
LWAPP Messages

Error Message %LWAPP-4-AP_JDBG_INIT_FAILED: Unable to initialize AP join debugging infrastructure ([chars])

Explanation This AP join debugging infrastructure could not be initialized for the specified number of APs to be supported. The exact reason for the failure is specified in the message. The ability to debug AP join issues is limited.

Recommended Action No action is required.

Error Message %LWAPP-4-AP_JDBG_INVALID_DATA: Invalid AP join debugging data detected ([chars])

Explanation An internal error has occurred when initializing AP join information for debugging. The ability to debug AP join issues is limited.

Recommended Action No action is required.

Error Message %LWAPP-3-AP_LOCK_ERR: Could not obtain exclusive access to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in the database

Explanation Access to an internal AP database has failed. The AP might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-4-AP_LOG_HOST_CFG_ERR: Unable to set system logging host configuration for AP:[hex]:[hex]:[hex]:[hex]:[hex][hex]

Explanation The controller could not configure system logging configuration for an AP. The AP might not longer be joined to a controller.

Recommended Action No action is required.

Error Message %LWAPP-6-AP_MODEL: [int] APs supported on platform ([chars])

Explanation Informational message that logs how the number of supported APs is being determined.

Recommended Action No action is required.
Error Message  %LWAPP-2-AP_MODEL_ERR: Could not determine the # of APs supported from the model string (\[chars\])

Explanation  The system is unable to find the number of APs supported from the machine model string. The system might become unstable.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-6-AP_NOT_CONTAINED: AP [chars] is not being contained on slot [dec]

Explanation  The specified AP is not a rogue, so it is not being contained.

Recommended Action  No action is required.

Error Message  %LWAPP-3-AP_POWER_ERR: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is unable to verify sufficient in-line power, radio slot [dec] is disabled

Explanation  The AP power is not within requirements, so the radio slot has been disabled.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-6-AP_POWER_OK: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has verified sufficient in-line power, radio slot [dec] re-enabled

Explanation  The AP power is within requirements, so the radio slot has been enabled.

Recommended Action  No action is required.
LWAPP Messages

Error Message %LWAPP-3-AP_REG_ERR: Could not register for AP state notification, maximum limit reached

Explanation An internal table that is used to pass state change notifications between processes is full. Configuration and state change information will not be handled properly and APs might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-AP_TYPE_ERR: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not an H-REAP AP, could not process RADIUS configuration payload

Explanation The RADIUS configuration is only permitted for an H-REAP AP.

Recommended Action Check whether the AP is an H-REAP AP. If not, try to configure the AP in H-REAP mode if possible to enable RADIUS configuration.

Error Message %LWAPP-3-ARP_ERR: Could not resolve ARP of sniffer server IP address ([chars]), disabling sniffing on AP [chars], slot [dec]

Explanation The ARP resolution for the sniffer server has failed and has been disabled.

Recommended Action Check the network configuration and also the configuration of the server IP address on the controller. Ensure that the server is reachable.

Error Message %LWAPP-3-BAND_ERR: Invalid band parameter for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The traffic stream metrics status could not be sent to the specified AP due to an internal error. Traffic stream metrics might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16   LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-1-BIG_NAV: Big Nav attack detected on AP [chars], slot [dec], channel [dec], (errors [dec])

Explanation  A NAV attack has been detected on the specified AP.

Recommended Action  Check for a NAV has been attack in the network.

Error Message  %LWAPP-3-BUILD_STR_ERR: [chars]

Explanation  Due to an internal error, the software version information of the controller could not be obtained. The AP might not be able to join the controller.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-CCX_LINKTEST_ERR: Received unexpected CCX Linktest report message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is dropping the unexpected CCX Linktest report message from the AP.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-CCX_RM_ERR: Received an invalid CCX resource management subtype payload (radio management state [dec], slot identifier [dec])

Explanation  The radio resource management message was not processed due to an invalid parameter. The CCX radio resource management might not function as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %LWAPP-3-CERT_ERR1: Error verifying AP certificate, [chars]

**Explanation** Due to an internal error while processing the AP certificate. A join request has been dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-CERT_ERR2: Unable to retrieve controller’s certificate for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error occurred while obtaining the controller’s certificate.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-CERT_ERR4: Unable to read the controller MAC address from the certificate

**Explanation** An internal error occurred while reading the MAC address of the controller from the certificate.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-CFG_ERR: Could not save LWAPP configuration in file [chars]

**Explanation** An error occurred when copying an LWAPP config file to persistent storage. Some of the LWAPP configuration might be lost and the system might not behave as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %LWAPP-3-CHKSUM_ERR: Invalid checksum in data transfer payload from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (opcode [dec])

Explanation  Due to an error in the checksum, the message from the AP has been dropped. The requested information from the AP could not be obtained.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-6-CONSOLE_LOGIN: Console login success on AP [chars]

Explanation  A login attempt on the AP’s console was successful.

Recommended Action  No action is required.

Error Message  %LWAPP-3-CONSOLE_LOGIN_ERR1: Console login failure on AP [chars]

Explanation  A login attempt on the AP’s console was unsuccessful.

Recommended Action  Someone tried to log into the AP’s console but authentication failed. If this message is seen multiple times check if someone is attempting to forcibly log into the AP’s console.

Error Message  %LWAPP-3-CONSOLE_LOGIN_ERR2: Unknown AP console login alarm from the AP [chars]

Explanation  The AP has sent a console login alarm that the controller could not understand.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %LWAPP-3-COUNT_ERR1: AP \[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\] marked as [chars] but internal counter is zero

**Explanation** Due to an error, information about the type of AP is corrupted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-COUNT_ERR2: AP \[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\] type count flag is not set

**Explanation** Due to an error, information about the type of AP has been corrupted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-COUNT_ERR3: Mismatch in the internal count (used entries \[dec\], normal \[dec\], mesh \[dec\])

**Explanation** Due to an error, information about the type of the AP has been corrupted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %LWAPP-3-COUNT_ERR4: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] marked as normal but internal counter does not reflect this

Explanation Due to an error, information about the type of AP has been corrupted. The AP might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-CRYPTO_ERR1: Unable to encrypt crypto payload with public key for message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation An internal error occurred while encrypting a message to the AP. If the AP is already connected to the controller, it might be disconnected. If not, it might not be able to join the controller.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-CRYPTO_ERR2: Unable to encrypt crypto payload with private key for message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation An internal error occurred while encrypting a message to the AP. If the AP is already connected to the controller, it might be disconnected. If not, it might not be able to join the controller.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LWAPP Messages

Error Message %LWAPP-3-DECODE_ERR: Error decoding [chars] from AP
[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The LWAPP message sent by the AP was not understood by the controller, so the message has been dropped. The AP might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-DECRYPT_ERR: Unable to decrypt [chars]; AP
[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Decryption of the LWAPP message has failed. The message has been dropped and the AP might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-DECRYPT_ERR1: Invalid session identifier ([dec]) - unable to decrypt packet; AP:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Due to an internal error, decryption of the LWAPP message on the controller has failed and the message has been dropped. The AP might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %LWAPP-3-DECRIPT_ERR2: Error decrypting public key in key update response from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Rekeying could fail because decrypting with a public key has failed. The AP might not function as expected.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-DECRIPT_ERR3: Private key decryption failed in key update response from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Rekeying could fail because decrypting with a private key has failed. The AP might not function as expected.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-DECRIPT_ERR5: Error decrypting packet (using old key) from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (session identifier [hex])

**Explanation**  Due to an internal error, the LWAPP packet could not be decrypted. The AP might not function as expected.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LWAPP Messages

**Error Message** \%LWAPP-3-DECRYPT_ERR8: Authentication of packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] failed, packet will be dropped

**Explanation** The LWAPP message from the AP has been dropped because of an authentication failure that led to an error in decryption. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** \%LWAPP-3-DECRYPT_ERR9: Unable to decrypt packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with the private key

**Explanation** Due to an internal error, decrypting the LWAPP message with a private key has failed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** \%LWAPP-3-DISC_AP_MGR_CAP: Ignoring discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - no AP manager found with spare capacity

**Explanation** No AP manager was found with the capacity to handle another AP, so the discovery request from an AP was not accepted. The AP will continue to search for an available controller.

**Recommended Action** Verify the AP manager interface configuration. If the configuration is correct, the maximum number of supported APs has probably been reached.

**Error Message** \%LWAPP-3-DISC_AP_MGR_ERR1: Unable to process primary discovery request from AP on interface ([int]), VLAN ([int]), could not get AP manager [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A discovery response could not be sent to an AP because the controller was not able to obtain the IP address of the AP manager interface.

**Recommended Action** Correct the AP manager interface configuration.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-DISC_AP_MGR_ERR2: Unable to process primary discovery request from AP, AP manager IP address is invalid [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  A discovery response could not be sent to an AP because the controller was not able to obtain the IP address of the AP manager interface.

Recommended Action  Correct the AP manager interface configuration.

Error Message  %LWAPP-3-DISC_BCAST_ERR: Ignoring a discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] via broadcast AP (IP = [dec].[dec].[dec].[dec]) is not in the same subnet as the controller

Explanation  The controller ignored a broadcast discovery request from an AP because the AP is not on the same subnet as the controller.

Recommended Action  No action is required.

Error Message  %LWAPP-3-DISC_INTF_ERR1: Ignoring discovery request received on non-management interface ([int]) in L3 LWAPP mode

Explanation  A discovery request from an AP was ignored because it was received on an invalid interface. The network configuration might be invalid.

Recommended Action  Check the network configuration to ensure that packets from the AP are correctly routed.

Error Message  %LWAPP-3-DISC_INTF_ERR2: Ignoring discovery request received on a wrong VLAN ([dec]) on interface ([int]) in L3 LWAPP mode

Explanation  A discovery request from an AP was ignored because it was received on an invalid interface. Network configuration might be invalid.

Recommended Action  Check the network configuration to ensure that packets from the AP are correctly routed.

Error Message  %LWAPP-3-DISC_INTF_STATE_ERR: Unable to get [chars] state of interface ‘[chars]’ (port [int]), not returning interface in discovery response

Explanation  An internal error has occurred when obtaining the administrative state of the interface, so this was not sent in the discovery response. The AP will not be able to send a join request to that interface.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16      LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-0-DISC_LEN_ERR1: Invalid discovery request received from AP [hex]:[hex]:[hex]:[hex]:[hex] - message length ([int]) is invalid

Explanation  An incorrectly formatted discovery request was received from an AP and was ignored. The AP might not be able to join a controller.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-0-DISC_LEN_ERR2: Invalid primary discovery request received from AP [hex]:[hex]:[hex]:[hex]:[hex] - message length ([int]) is invalid

Explanation  An incorrectly formatted primary discovery request was received from an AP and was ignored. The AP might not be able to join a controller.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-DISC_MAX_AP1: Dropping discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex] - limit for maximum APs supported [dec] reached

Explanation  The system’s maximum limit on the number of supported APs has been reached, so this AP will not be serviced.

Recommended Action  No action is required.

Error Message  %LWAPP-3-DISC_MAX_AP2: Dropping primary discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex] - maximum APs joined [dec]/[dec]

Explanation  The system’s maximum limit on the number of supported APs has been reached, so this AP will not be serviced.

Recommended Action  No action is required.
Error Message  %LWAPP-3-DISC_MAXDOWNLOAD: Ignoring discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex] - maximum number of downloads ([int]) exceeded

Explanation  A discovery request from an AP was rejected because the maximum number of concurrent downloads are already in progress. The AP might successfully join the controller on a later attempt.

Recommended Action  No action is required.

Error Message  %LWAPP-3-DISC_MAXJOIN: Rejecting discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex] - maximum AP joins ([int]) exceeded

Explanation  A discovery request from an AP was rejected because the maximum number of concurrent joins are already in progress. The AP might successfully join the controller on a later attempt.

Recommended Action  No action is required.

Error Message  %LWAPP-3-DISC_OTAPERR: Ignoring OTAP discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex], OTAP is disabled

Explanation  The controller has received a discovery request from an AP that has learned the controller’s address over the air, but Over The Air Provisioning (OTAP) is disabled on the controller.

Recommended Action  Enable OTAP on the controller if desired; otherwise ignore this message.

Error Message  %LWAPP-6-DISC_RESPONSE_SENT: Discovery Response sent successfully to AP [hex]:[hex]:[hex]:[hex]:[hex]

Explanation  A discovery response has been sent successfully to the AP.

Recommended Action  No action is required.

Error Message  %LWAPP-4-DISC_TIMEERR: Unable to retrieve time information while processing discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Due to an internal error, the time at which the AP discovery request was received was not recorded. The AP might join the controller and function normally but monitoring of the AP's presence or absence might not work as expected.

Recommended Action  No action is required.
LWAPP Messages

Error Message %LWAPP-3-DISC_TYPE_ERR: Ignoring LWAPP packet from AP
{hex}:{hex}:{hex}:{hex} - LWAPP packet is not a discovery or a join request (type = {dec}) and session ID is zero

Explanation An invalid LWAPP message was received from an AP and was ignored. The AP might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-DISC_VLAN_ERR: Received a discovery request from AP {hex}:{hex}:{hex}:{hex} on an unsupported VLAN ({int}), dropping the request

Explanation A discovery request was received on a port on which no interface was created.

Recommended Action Check the network configuration to ensure that packets from the AP are correctly routed.

Error Message %LWAPP-3-DISK_ERR: Not enough disk space to store crash file from AP {hex}:{hex}:{hex}:{hex}

Explanation An internal error has occurred while attempting to store crash information from the AP to persistent storage.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-DSCP_ERR: Could not get configured DSCP map for AP {hex}:{hex}:{hex}:{hex}

Explanation Due to an internal error in obtaining DSCP information for the specified AP, enterprise to enterprise DSCP functionality might not work as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Chapter 16      LRADSIM and LWAPP System Messages

LWAPP Messages

Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-DUP_AP_IP: Duplicate IP address detected for AP [chars], IP address of AP [chars], this is a duplicate of IP on another machine (MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex])

**Explanation**  A duplicate IP address has been detected for the specified AP.

**Recommended Action**  Check the DHCP configuration and also change the IP address of the AP if it was configured statically.

**Error Message**  %LWAPP-3-DUP_ERR: Received a duplicate [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  A duplicate request for a key update has been received from the AP. It is possible that the link between the AP and the controller is slow.

**Recommended Action**  No action is required.

**Error Message**  %LWAPP-3-DUP_IP: Adding client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to exclusion list due to IP Address conflict with AP ‘[chars]’

**Explanation**  The AP and client have the same IP address. The Client was black listed.

**Recommended Action**  Check the DHCP configuration and also change the IP address of the AP if it was configured statically.

**Error Message**  %LWAPP-3-ECHO_ERR: Did not receive heartbeat reply; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Controller did not get a response for the AP heartbeat message. There might be connectivity issues between the AP and the controller.

**Recommended Action**  Check if the AP has rebooted, if it has been removed from the network, or if there are connectivity issues between the AP and the controller.

**Error Message**  %LWAPP-3-ENCRYPT_ERR: Encryption of [chars] failed; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system could not transmit the LWAPP message so it could not be encrypted. The AP might not function as expected.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the...
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-ENCRYPT_ERR2: Unable to encrypt payload to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with public key

Explanation  Due to an internal error, encryption of the crypto payload with the public key has failed. This problem could lead to failures in rekeying and sending the join response.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-ENCRYPT_ERR3: Unable to encrypt payload to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] with the private key

Explanation  Due to an internal error, encryption of the crypto payload with the private key failed. This could lead to failures in rekeying and also sending the join response.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-FILE_ERR: Unable to open [chars] file for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An internal error has occurred while attempting to store crash information from the AP to persistent storage. The AP crash information might be lost.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %LWAPP-3-FILE_ERR1: Unable to obtain LWAPP parameters, error opening file [chars]

Explanation  An internal error occurred when retrieving LWAPP information from persistent storage. The system might become unstable.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-FILE_ERR3: [chars] [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Due to an internal error, an invalid file name was received and the controller could not send a message to the AP for obtaining the specified information.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-FILE_ERR4: Internal file error while processing image data payload message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Due to an internal error, the AP’s image information could not be obtained. A firmware download to the AP might fail.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LWAPP-3-FILE_ERR5: File could not be opened to store [chars] information from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Due to an internal error, data from the AP could not be stored in persistent memory. Some information related to the AP might be lost.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-FILE_ERR6: Unable to write [chars] information from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] into local file

**Explanation**  Due to an internal error, data from the AP could not be stored in persistent memory. Some information related to the AP might be lost.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-HDR_ENCAP_ERR: Unable to encapsulate LWAPP header for [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system could not send the LWAPP packet due to an internal error in encapsulating the packet. The AP might not function as expected.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-HDR_ERR: Received LWAPP packet with unsupported bit field ([hex],[hex]) from [hex]:[hex]:[hex]:[hex]:[hex] to [hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

Explanation  An invalid LWAPP packet has been received and the packet has been dropped.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-HDR_ERR2: LWAPP header translation failed, dropping the packet

Explanation  An internal error occurred when processing an LWAPP control packet. The LWAPP header was not understood and the packet has been dropped.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-HDR_ERR3: Failed parsing LWAPP

Explanation  Due to an internal error, LWAPP header processing has failed. The packet has been dropped.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16      LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-HDR_PARSE_ERR: LWAPP header parsing failed, dropping the packet

Explanation  Processing of an LWAPP control packet from the AP has failed because the LWAPP header was not understood. The AP might not function as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-HREAP_ERR: Received invalid H-REAP operation for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] while processing RADIUS configuration payload (flag [hex])

Explanation  Due to an internal error, the RADIUS configuration could not be updated on the specified AP.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-HREAP_ERR2: Received invalid RADIUS port number (AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]) while processing RADIUS configuration payload

Explanation  Due to an invalid port number, the RADIUS configuration could not be updated on the specified AP.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LWAPP-3-IMAGE_DOWNLOAD_ERR: Refusing [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - controller image upgrade is in process

Explanation  The specified request from the AP is ignored because the controller’s software is being upgraded. Future attempts from the AP might succeed.

Recommended Action  No action is required.

Error Message  %LWAPP-3-IMAGE_DOWNLOAD_ERR2: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - max downloads ([dec]) in progress

Explanation  The system is ignoring the image download request from the AP because the maximum number of concurrent image download requests are in progress. This is a temporary condition; future attempts by the AP might succeed.

Recommended Action  No action is required.

Error Message  %LWAPP-3-IMAGE_DOWNLOAD_ERR3: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - unable to open image file [chars]

Explanation  Due to an internal error, the image for the AP requesting image download could not be obtained. The AP image download will fail.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-IMAGE_DOWNLOAD_ERR4: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - unable to open MD5 file [chars]

Explanation  Due to an internal error, the image for the AP requesting image download could not be obtained. The AP image download will fail.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LWAPP-3-INDEX_ERR: Invalid index ([int]) while [chars] per port AP load information

**Explanation**  An internal error occurred when processing AP load information. Some AP management functions might not work as expected.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-INVALID_AID: Received invalid association identifier ([int]) for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on a REAP AP

**Explanation**  An internal error caused an invalid association ID to be received from an AP for the indicated client. The client might experience communication problems.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-INVALID_AID2: Association identifier [int] for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is already in use by [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  An internal error caused an invalid association ID to be received from an AP for the indicated client. The client might experience communication problems.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LWAPP-3-INVALID_DELIM: Invalid delimiter ([dec]) in AP authorization list

**Explanation**  Due to an invalid delimiter specified, the AP could not be authenticated, so a join response could not be sent.

**Recommended Action**  Check the delimiter configured on the controller.

**Error Message**  %LWAPP-3-INVALID_IP: Invalid sniffer server IP address ([hex]), disabling sniffing on AP [chars], slot [dec]

**Explanation**  Sniffing has been disabled because the IP address of the server was invalid.

**Recommended Action**  Check the configuration of the sniffer server’s IP address.

**Error Message**  %LWAPP-3-INVALID_PARAMETER: Invalid [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The specified parameter was not understood by the controller, so the message was not processed. The AP might not function as expected.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-INVALID_PARAMETER1: [chars] ([dec]); AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The value of parameter specified was not understood by the controller, so the message was not processed. The AP might not function as expected.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LWAPP Messages

Error Message %LWAPP-3-INVALID_PARAMETER2: [chars] ([dec]) - [chars]; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The value of parameter specified was not understood by the controller, so the message was not processed. AP might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-INVALID_PARAMETER3: [chars] ([dec])

Explanation The value of parameter specified was not understood by the controller, so the message was not processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-INVALID_PARAMETER4: [chars]

Explanation The value of parameter specified was not understood by the controller, the message was not processed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-INVALID_RADIO: Received an unsupported radio ([dec]), [chars]

Explanation Performing the specified operation on the radio for the AP has failed because the radio was not understood by the controller. The AP might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%LWAPP-3-INVALID_RADIO2: Received invalid radio type ([dec]) for AP [chars] on slot [dec], could not verify power level for the AP

**Explanation**  
Due to an internal error, an invalid radio type has been received. The specified operation could not be performed.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%LWAPP-3-INVALID_SESSIONID: Received invalid session identifier in [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (expected [dec] and got [dec])

**Explanation**  
A mismatch has occurred on the session identifier in the message from the AP. The message has been dropped.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%LWAPP-3-INVALID_SLOT: Invalid slot identifier ([dec]) - [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
The slot identifier sent by the AP was not understood by the controller, so the specified message was not processed. The AP might not function as expected.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %LWAPP-3-INVALID_SLOT2: Invalid slot identifier ([dec]) - [chars]
(([dec]): AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The slot identifier for the AP was not understood by the controller, so the specified message was not processed. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-INVALID_WLAN: Invalid WLAN identifier ([int]) obtained while building MFP config payload

**Explanation** An internal error occurred when attempting to retrieve the WLAN configuration. The MFP might not be operational or might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-IP_ERR: Could not plumb AP's ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) IP address ([dec].[dec].[dec].[dec]), next hop MAC ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) and VLAN ([dec]) to fast path

**Explanation** Due to an internal error, the IP address of the AP could not be configured in the network processor. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LWAPP Messages

Error Message %LWAPP-3-IP_PROT_ERR: IP protocol ([dec]) in the received packet - from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not UDP, LWAPP packets are only UDP, dropping the packet

Explanation An invalid packet received from the AP has been dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-JOIN_AP_MGR_ERR1: Could not get IP address of AP manager interface, dropping join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation A join response could not be sent to an AP because the controller was not able to obtain the IP address of the AP manager interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-JOIN_AP_MGR_ERR2: Received a join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] for someone else ([dec].[dec].[dec].[dec]), dropping the packet

Explanation A join request with a destination IP address that does not match any AP manager's IP address, has been dropped.

Recommended Action Check the network configuration and also the configuration of the AP manager on the controller and ensure that the packets from the AP are routed correctly.

Error Message %LWAPP-3-JOIN_DB_ERR: Could not allocate an entry in the database for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - dropping the join request (# of APs joined = [dec])

Explanation An internal error has resulted in a failure while creating an entry for the AP in the database.

Recommended Action Check if the number of APs that are currently joined to this controller is also the maximum limit.
LWAPP Messages

Error Message  %LWAPP-3-JOIN_HIGH_PRIORITY_AP_ERR: Disconnecting AP [chars] since a higher priority AP with priority [dec] joined Max number of APs allowed [dec]

Explanation  When an AP join priority is enabled and the controller has the maximum numbers of APs connected, a low priority AP is disconnected when a high priority AP joins.

Recommended Action  No action is required.

Error Message  %LWAPP-3-JOIN_INTF_ERR1: Received a join request on an invalid interface ([dec]) from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

Explanation  The IP address of the interface on which the join request was received could not be obtained.

Recommended Action  Check the interface configuration on the controller.

Error Message  %LWAPP-3-JOIN_INVALID_ERR1: Invalid [chars] in LWAPP join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The AP sent a join request that was invalid because it lacked certain payloads. Such requests are dropped at the controller. AP might not be able to join the controller.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-JOIN_INVALID_ERR2: Invalid [chars] ([dec]) in join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The AP sent a join request that was invalid because lengths of certain payloads within the request were incorrect. Such requests are dropped at the controller. The AP might not be able to join the controller.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**LWAPP Messages**

**Error Message** %LWAPP-3-JOIN_INVALID_SLOT: Join request from AP ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) has invalid number of slots ([dec], instead of [dec]), dropping the packet

**Explanation** The number of radios that the AP supports is invalid as per what is sent in the join request. The join request has been dropped.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-JOIN_MAC_ERR: Received a join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] destined for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on port [int]/VLAN [int] - invalid destination MAC address, dropping the packet

**Explanation** The MAC address in the join request was invalid, so this request has been dropped by the controller.

**Recommended Action** Check the network configuration and ensure that the packets from the AP are routed correctly.

**Error Message** %LWAPP-6-JOIN_MASTER: Controller is also configured as the master, AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The controller is also configured as the master controller. Change the configuration of the controller so that it is not the master.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-JOIN_MAX_AP_ERR: Received a join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - reached limit for maximum APs [dec]/[dec], dropping the packet

**Explanation** Each controller has a limit on the number of APs that can be supported. This limit has been reached, so the AP was not serviced.

**Recommended Action** No action is required.
Error Message %LWAPP-3-JOIN_MAX_AP_INTF_ERR: Received a join request from AP {hex}:{hex}:{hex}:{hex}:{hex}, reached limit for maximum number of APs ([dec]) on interface [dec], dropping the packet

Explanation Each interface has a limit on the number of APs that can be supported. This limit has been reached for the interface. The join request has been dropped. If the AP sends join request to another interface, a join response might be sent.

Recommended Action No action is required.

Error Message %LWAPP-3-JOIN_MAX_DOWNLOAD_ERR: Reached max limit ([dec]) on the number of APs that can download image, dropping join request

Explanation The controller could not respond to the join request from the AP because the current limit on the maximum number of concurrent image downloads possible has been reached. This problem might be a transient condition. If AP continues to send join requests, a join response would be sent.

Recommended Action No action is required.

Error Message %LWAPP-3-JOIN_MAX_JOIN_ERR: Reached max limit ([dec]) on the number of APs that can join the controller, dropping join request

Explanation The controller could not respond to the join request from the AP because the current limit on the maximum number of concurrent join requests that can be processed has been reached. This problem might be a transient condition. If AP continues to send join requests, a join response would be sent.

Recommended Action No action is required.

Error Message %LWAPP-3-JOIN_UNSUPP_AP: Received a join request from an unsupported AP {hex}:{hex}:{hex}:{hex}:{hex} [chars] (model [chars]), dropping the packet

Explanation This version of the controller software does not support the AP model.

Recommended Action Check the documentation regarding the software version on supported AP models. Remove this AP from the network or move to a version of software that supports the AP.

Error Message %LWAPP-3-KEY_ERR1: Unable to obtain public key from the certificate of AP{hex}:{hex}:{hex}:{hex}:{hex}, [chars]

Explanation Due to an internal error, a public key for the AP could not be obtained, and a join response could not be sent to the AP.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-KEY_ERR2: Invalid public key type in certificate for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an invalid public key type for the AP, a join response could not be sent to the AP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-KEY_ERR3: Unable to free public key for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, public key information for this AP was not removed from the database while deleting the AP. There might be problems if this AP attempts to join the controller again.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-4-L3_PACK_ERR: Received an L3 LWAPP packet in L2 LWAPP mode, dropping the packet

**Explanation** The controller is configured in L3 LWAPP mode so packets received for the L2 LWAPP mode are being dropped.

**Recommended Action** No action is required.

**Error Message** %LWAPP-6-LAG_TRAN: Link aggregation configuration is in transition

**Explanation** The controller’s link aggregation configuration has been changed but the changes do not take effect until the next system reboot.

**Recommended Action** No action is required.
Chapter 16    LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-2-LIST_ERR1: List is corrupted - (head [address], tail [address], count [int])

Explanation  An internal error caused the list of APs maintained by the controller to become corrupted. The system might become unstable.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-2-LIST_ERR2: List is corrupted - (head [address], tail [address], count [int], p [address], p->next[address], p->prev [address])

Explanation  An internal error caused the list of APs maintained by the controller to become corrupted. The system might become unstable.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-2-LIST_ERR3: List is corrupted - (head [address], tail [address], count [int], actual [int])

Explanation  An internal error caused the list of APs maintained by the controller to become corrupted. The system might become unstable.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LWAPP-2-LIST_ERR4: List is corrupted - (head [address], tail [address], p [address], p->next [address], p->tail [address])

**Explanation**  An internal error caused the list of APs maintained by the controller to become corrupted. The system might become unstable.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-2-LIST_ERR5: Skipping duplicate insertion - (head [address], tail [address], count [int], entry [address])

**Explanation**  An internal error occurred when attempting to add an entry to the AP database. The system might become unstable.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-2-LIST_ERR6: Entry [address] not in the list - ([address], head [address], tail [address])

**Explanation**  An internal error occurred when attempting to remove an entry from the AP database. The system might become unstable.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  \%LWAPP-3-LIST_ERR7: Unable to delete AP entry, index ([dec]) is greater than maximum allowed

**Explanation**  The system is unable to delete an entry in the AP table due to an internal error.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  \%LWAPP-3-LIST_ERR8: Unable to delete AP entry, entry not allocated

**Explanation**  The system is unable to delete an entry in the AP table; the entry has not been allocated.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  \%LWAPP-3-MAX_AID: Reached max limit ([dec]) on the association ID for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  A maximum number of clients that can be supported on the AP has been reached, and association identifiers have been exhausted. A new client cannot be supported on the AP.

**Recommended Action**  No action is required.

**Error Message**  \%LWAPP-3-MAX_AID2: Reached max limit on the association ID for AP (max association ID [dec])

**Explanation**  A maximum number of clients that can be supported on the AP has been reached, and association identifiers have been exhausted. A new client cannot be supported on the AP.

**Recommended Action**  No action is required.

**Error Message**  \%LWAPP-3-MBUF_ERR: No more system buffers, could not receive LWAPP packet

**Explanation**  The system is out of system buffers.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MCAST_APP_ERR: Failed to obtain multicast appliance configuration for interface [int], using default index ([int])

Explanation  Due to an internal error, the multicast appliance configuration could not be obtained. Multicast might not operate as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MEM_ERR: Unable to allocate memory [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is running on low memory.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MEM_ERR2: Unable to allocate memory for LWAPP message

Explanation  System is running low on memory.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-MEM_ERR3: Unable to allocate memory [chars]

Explanation  The system is running low on memory.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MEM_ERR4: Unable to allocate memory [chars] (AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex])

Explanation  The system is running low on memory.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MFP_ERR: MFP report count ([int]) is too big in message; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Could not process an MFP report because the message is too large. The MFP might not work as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MFP_ERR1: Ignoring MFP message [chars] with invalid slot ([int]) in message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The MFP message from the AP had an invalid slot; the MFP might not function as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%LWAPP-3-MIC COUNTER: Received MIC countermeasure, WLAN [dec], slot [dec] AP [chars] client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
MIC errors have occurred on the specified AP. Clients might not be able to connect on the specified WLAN.

**Recommended Action**  
Check for attacks in the network.

**Error Message**  
%LWAPP-3-MIGRATE ERR: Failed to migrate to regulatory domain requested for AP (name [chars], model [chars], MAC [hex]:[hex]:[hex]:[hex]:[hex]:[hex], serial number [chars])

**Explanation**  
An attempt to migrate to a new regulatory domain has failed on the AP.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%LWAPP-3-MIRROR_ERR: Setting mirroring mode failed

**Explanation**  
Due to an internal error, the configuration of the mirroring mode has failed.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%LWAPP-0-MSG_QUEUE_ERR: LWAPP message queue has not been created

**Explanation**  
The LWAPP subsystem has not been initialized. APs might not be able to join the controller.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSG_RCV: Could not receive message from LWAPP queue

**Explanation**  An internal error has occurred while reading an LWAPP message. The system will attempt to process other LWAPP messages.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSG_SEND_ERR: Unable to send [chars] message to LWAPP; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The LWAPP process might be busy. If this condition persists, it could lead to loss of LWAPP packets, dropping of AP connections, and the AP not getting configuration changes from the controller.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSG_SEND_ERR2: Unable to send [chars] message to LWAPP

**Explanation**  The LWAPP process might be busy. If this condition persists, it could lead to loss of LWAPP packets, dropping of AP connections and AP not getting configuration changes from the controller.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %LWAPP-0-MSGTAG071: MESH Child [hex]:[hex]:[hex]:[hex]:[hex]:[hex]
has changed route or disconnected from Parent ([chars])
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  The MESH Child [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has changed a route or
disconnected from the parent ([chars]) [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-0-MSGTAG072: Parent changed excessively. AP [chars] changed
parent macAddr = [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  A parent changed a route excessively. The AP [chars] has changed the parent MAC
address=[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-MSGTAG073: Unknown Mesh Neighbor Event from the AP [chars].

Explanation  An unknown mesh neighbor event has occurred from the AP [chars].

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-MSGTAG162: Did not specify the MAC address for Mesh Neighbor Request [dec] config

Explanation  The system did not specify the MAC address for the mesh neighbor request [dec] the configuration.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG221: [chars](): Could not generate nonce

Explanation  [chars](): The System Could not generate a nonce.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG257: 1: msgLen [dec]

Explanation  1: msgLen [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG258: 2: len [dec] Type : [dec] = [dec]

Explanation  2: len [dec] Type : [dec] = [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at 
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical 
support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG259: 1: msgLen [dec]

Explanation  1: msgLen [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. 
Research and attempt to resolve the issue using the tools and utilities provided at 
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities 
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at 
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the 
Technical Assistance Center via the Internet at 
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical 
support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG260: 2: len [dec] Type : [dec] = [dec]

Explanation  2: len [dec] Type : [dec] = [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. 
Research and attempt to resolve the issue using the tools and utilities provided at 
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities 
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at 
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the 
Technical Assistance Center via the Internet at 
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical 
support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG261: 1: msgLen [dec]

Explanation  1: msgLen [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. 
Research and attempt to resolve the issue using the tools and utilities provided at 
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities 
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at 
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the 
Technical Assistance Center via the Internet at 
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical 
support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG262: 2: len [dec] Type : [dec] = [dec]

Explanation  2: len [dec] Type : [dec] = [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. 
Research and attempt to resolve the issue using the tools and utilities provided at 
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
LWAPP Messages

will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG263: 1: msgLen [dec]

**Explanation**  1: msgLen [dec]

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG264: 2: len [dec] Type : [dec] = [dec]

**Explanation**  2: len [dec] Type : [dec] = [dec]

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG265: 1: msgLen [dec]

**Explanation**  1: msgLen [dec]

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16      LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-MSGTAG266: 2: len [dec] of [dec] Type : [dec] = [dec]

Explanation  2: len [dec] of [dec] Type : [dec] = [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG267: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG268: spamMeshSecbhStatsPayloadDecode: len received:[dec] expected=[dec] numQueues=[dec]

Explanation  spamMeshSecbhStatsPayloadDecode: len received:[dec] expected=[dec] numQueues=[dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG269: spamMeshSecbhStatsPayloadDecode: unexpected slotId=[dec]

Explanation  spamMeshSecbhStatsPayloadDecode: unexpected slotId=[dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG270: 1: msgLen [dec]

**Explanation**  1: msgLen [dec]

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG271: MESH_NODE_UPDATE_PAYLOAD: len received:[dec] expected=[dec]

**Explanation**  MESH_NODE_UPDATE_PAYLOAD: len received:[dec] expected=[dec]

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG272: spamDecodeMeshNodeUpdate: invalid payload type=[dec]

**Explanation**  spamDecodeMeshNodeUpdate: invalid payload type=[dec]

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-MSGTAG273: 1: msgLen [dec]

Explanation  1: msgLen [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG274: 2: len [dec] of [dec] Type : [dec] = [dec]

Explanation  2: len [dec] of [dec] Type : [dec] = [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG275: 1: msgLen [dec]

Explanation  1: msgLen [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG276: 2: len [dec] of [dec] Type : [dec] = [dec]

Explanation  2: len [dec] of [dec] Type : [dec] = [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LWAPP-3-MSGTAG277: spamSendLinktestRequest: refusing to send request when previous request is pending ltid [dec]

Explanation spamSendLinktestRequest: refusing to send a request when a previous request is pending ltid [dec].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG278: spamDecodeLinktestResponse invalid msgLen [dec]

Explanation spamDecodeLinktestResponse invalid msgLen [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG279: spamDecodeLinktestResponse LINKTEST_CFG_PAYLOAD([dec]): invalid payload len [dec] != [dec] (msglen [dec])

Explanation spamDecodeLinktestResponse LINKTEST_CFG_PAYLOAD([dec]): invalid payload len [dec] != [dec] (msglen [dec])

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG280: spamDecodeLinktestResponse LINKTEST_RESULTS_PAYLOAD([dec]): invalid payload len [dec] != [dec]

Explanation spamDecodeLinktestResponse LINKTEST_RESULTS_PAYLOAD([dec]): invalid payload len [dec] != [dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG281: Out of range linktest ID ([dec]) specified

**Explanation** An out of range linktest ID ([dec]) has specified.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG282: Attempt to obtain results from free linktest ID ([dec])

**Explanation** An attempt has been made to obtain results from the free linktest ID ([dec]).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG283: invalid linktestId [dec]

**Explanation** The system has detected an invalid linktestId [dec].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16      LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-MSGTAG284: invalid linkTestId [dec]

Explanation  The system has detected an invalid linkTestId [dec].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG285: invalid linkTestId [dec]

Explanation  The system has detected an invalid linkTestId [dec].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG286: apfApLinktestFree: attempt to free linkTestId=[dec] which is already free

Explanation  apfApLinktestFree: an attempt has been to free a linkTestId=[dec] that is already free.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG287: FREEING LinkTest [dec]: (status [dec]) [hex]:[hex]:[hex]:[hex]:[hex]:[hex] -> [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  FREEING LinkTest [dec]: (status [dec]) [hex]:[hex]:[hex]:[hex]:[hex]:[hex] -> [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG288: aplinktest_test: apfApLinktest returned failure

**Explanation** aplinktest_test: apfApLinktest returned failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG289: aplinktest_test: apfApLinktest returned success, ltid [dec]

**Explanation** aplinktest_test: apfApLinktest returned success, ltid [dec]

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG290: aplinktest_test: apfApLinktest returned failure

**Explanation** aplinktest_test: apfApLinktest returned failure

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LWAPP-3-MSGTAG291: aplinktest_test: apfApLinktest returned success, ltid [dec]

**Explanation**  aplinktest_test: apfApLinktest returned success, ltid [dec]

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message**  %LWAPP-3-MSGTAG292: [dec]: (status [dec]) [hex]:[hex]:[hex]:[hex]:[hex]:[hex] -> [hex]:[hex]:[hex]:[hex]:[hex]:[hex] [dec] [dec] [dec] [dec] [dec] [dec] [dec] [dec] [dec] [dec] [dec]

**Explanation**  [dec]: (status [dec]) [hex]:[hex]:[hex]:[hex]:[hex]:[hex] -> [hex]:[hex]:[hex]:[hex]:[hex]:[hex] [dec] [dec] [dec] [dec] [dec] [dec] [dec] [dec] [dec] [dec] [dec]

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message**  %LWAPP-3-MSGTAG293: [dec]: FREE

**Explanation**  [dec]: FREE

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-MSGTAG535: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] associated. Last AP rebooting was because RAP was using radio backhaul as uplink for 15 minutes.

Explanation  The AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has associated. The last AP reboot was because the RAP was using a radio backhaul as an uplink for 15 minutes.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG560: LWAPP Join Request Country Code invalid for Bridge AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An LWAPP join request country code is invalid for the Bridge AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG561: LWAPP Join Request Bridge Authentication failed for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An LWAPP join request bridge authentication has failed for the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %LWAPP-3-MSGTAG675: Mesh APs not supported in multi-country mode.
Rejected AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Mesh APs are not supported in multi-country mode. Rejected AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message** %LWAPP-3-MSGTAG702: Not creating SSID [chars] on Bridge AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because wlan0 is not supported

**Explanation** This system is not creating an SSID [chars] on the Bridge AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because WLAN0 is not supported.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message** %LWAPP-3-MSGTAG829: Unable to allocate buffer for mesh link para message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to allocate a buffer for mesh link para message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LWAPP-3-MSGTAG830: Unable to allocate buffer for AP BH rate message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to allocate a buffer for the AP BH rate message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG831: Unable to allocate buffer for AP BH dev message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to allocate a buffer for the AP BH dev message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG832: Unable to allocate buffer for AP Bridge State message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to allocate a buffer for the AP bridge state message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LWAPP-3-MSGTAG833: Unable to allocate buffer for AP Bridge Groupname message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system is unable to allocate a buffer for the AP bridge group name message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message**  %LWAPP-3-MSGTAG834: Unable to allocate buffer for AP Public Safety message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system is unable to allocate a buffer for the AP public safety message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message**  %LWAPP-3-MSGTAG881: Unable to allocate buffer for Mesh Neigh Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system is unable to allocate a buffer for the mesh neigh request message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message %LWAPP-3-MSGTAG882: Unable to allocate buffer for Mesh Linktest Data Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The system is unable to allocate a buffer for the mesh link test data request message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-MSGTAG883: Unable to allocate buffer for Mesh Path Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The system is unable to allocate a buffer for the mesh path request message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-MSGTAG884: Unable to allocate buffer for Mesh Stats Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The system is unable to allocate a buffer for the mesh stats request message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %LWAPP-3-MSGTAG885: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG886: Received Mesh stats response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a mesh stats response from an unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG887: Security processing of Mesh Stats Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Security processing of a mesh stats response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LWAPP-3-MSGTAG888: Processing of Mesh Stats Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Processing of a mesh stats response failed from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG889: Unable to allocate buffer for Mesh Security Stats Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system is unable to allocate a buffer for a mesh security stats request message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG890: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LWAPP-3-MSGTAG891: Received Mesh Security Stats response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system has received mesh security stats response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG892: Processing of Mesh Security Stats Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Processing of mesh security stats response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG893: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LWAPP-3-MSGTAG894: Received Mesh Adj response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system has received a mesh adj response from an unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG895: Security processing of Mesh Adj Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Security processing of a mesh adj response has failed from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG896: Processing of Mesh Adj Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Processing of a mesh adj response has failed from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  
%LWAPP-3-MSGTAG897: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%LWAPP-3-MSGTAG898: Received Mesh Neigh response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
The system has received a mesh neigh response from an unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%LWAPP-3-MSGTAG899: Security processing of Mesh Neigh Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  
Security processing of a mesh neigh response has failed from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LWAPP-3-MSGTAG900: Processing of Mesh Neigh Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Processing of a mesh neigh response failed from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG901: Unable to allocate buffer for Mesh Linkrate Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to allocate a buffer for a mesh link rate request message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG902: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LWAPP-3-MSGTAG903: Received Mesh Linkrate response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system has received a mesh link rate response from an unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG904: Security processing of Mesh Linkrate Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Security processing of a mesh link rate response has failed from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG905: Processing of Mesh Linkrate Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Processing of a mesh link rate response has failed from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-MSGTAG906: Unable to parse LWAPP headers from AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to parse LWAPP headers from the AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG907: Received station stats update from unknown AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system has received a station stats update from an unknown AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG908: Unable to parse LWAPP headers from AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to parse LWAPP headers from the AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %LWAPP-3-MSGTAG909: Unable to parse LWAPP headers from AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from the AP 
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG910: Received mesh node update from unknown AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a mesh node update from an unknown AP 
[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG911: Processing of mesh node update failed from AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing mesh node update failed from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %LWAPP-3-MSGTAG912: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-MSGTAG913: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-MSGTAG914: Received mesh env. update from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The system has received a mesh env. update from an unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LWAPP Messages

Error Message  %LWAPP-3-MSGTAG915: Processing of mesh env. update failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Processing of a mesh env. update has failed from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG916: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG917: Failed to update CAC module with parent address: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system has failed to update the CAC module with the parent address: [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %LWAPP-3-MSGTAG918: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG919: Received mesh neigns update from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The system has received a mesh neigns update from an unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG920: Processing of mesh neigns update failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing of a mesh neigns update has failed from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LWAPP-3-MSGTAG921: Unable to allocate buffer for Linktest Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system is unable to allocate a buffer for a link test request message to the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG922: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-MSGTAG923: spamDecodeLinktestResponse LINKTEST_CFG_PAYLOAD( [dec]): linktest ID from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  spamDecodeLinktestResponse LINKTEST_CFG_PAYLOAD( [dec]): linktest ID from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-MSGTAG924: spamDecodeLinktestResponse (ltid:[dec])
unexpected LINKTEST_CFG_PAYLOAD from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  spamDecodeLinktestResponse (ltid:[dec]) unexpected LINKTEST_CFG_PAYLOAD from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG925: spamDecodeLinktestResponse
LINKTEST_RESULTS_PAYLOAD([dec]): invalid linktest ID([dec]) from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  spamDecodeLinktestResponse LINKTEST_RESULTS_PAYLOAD([dec]): invalid linktest ID([dec]) from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG926: spamDecodeLinktestResponse (ltid:[dec])
unexpected LINKTEST_RESULTS_PAYLOAD from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  spamDecodeLinktestResponse (ltid:[dec]) unexpected LINKTEST_RESULTS_PAYLOAD from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LWAPP Messages

Error Message %LWAPP-3-MSGTAG927: spamDecodeLinktestResponse unrecognized payload [dec] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation spamDecodeLinktestResponse unrecognized payload [dec] from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-MSGTAG928: Linktest requested for unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Link test requested for an unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-MSGTAG929: Linktest already running on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Link test already running on the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LWAPP-3-MSGTAG931: link test id is already in use: [dec]

Explanation  Link test ID is already in use: [dec].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG932: Too many linktests running, cannot manage AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Too many link tests running; cannot manage the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG933: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to parse LWAPP headers from the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LWAPP Messages

Error Message  %LWAPP-3-MSGTAG934: Received linktest response from unknown AP
   [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system has received a link test response from an unknown AP 
   [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-MSGTAG935: Processing of linktest response failed from AP
   [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Processing of a link test response has failed from the AP 
   [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-NPU_ERR: Invalid NPU index [int]

Explanation  The system is indexing into the network processor’s internal table with an invalid index.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-NPU_ERR2: All NPU indices have been used (max [dec])

Explanation  The System could not create an entry for the AP in fast path because the internal
   database is full. The AP might not be able to join the controller.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %LWAPP-3-NPU_ERR3: Could not allocate NPU index for AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Due to an internal error, the AP entry in the fast path could not be configured successfully. The AP might not be able to join the controller.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-NPU_ERR4: Failed to add NPU entry for AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex], index: [int], switch IP: [int].[int].[int].[int], switch port: [int], interface num: [int], VLAN: [int] AP IP: [int].[int].[int].[int], AP Port: [int], next hop MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Due to an internal error, the AP entry could not be added to the network processor. The AP might not behave as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-OFDM_ERR: Received invalid OFDM channel ([int]), unable to set the channel

Explanation  An internal error occurred when attempting to configure a channel.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %LWAPP-3-OSSID_ERR: Override SSID [chars] does not exist on the controller

**Explanation** The system could not delete the specific override SSID from the controller’s database. The override SSID functionality might not work as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-PARSE_ERR: LWAPP header parsing failed for packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

**Explanation** An internal error has occurred when processing a LWAPP control packet. The LWAPP header was not understood, so the packet was dropped. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-PARSE_ERR2: LWAPP header parsing failed, dropping the packet

**Explanation** An internal error has occurred when processing a LWAPP control packet. The LWAPP header was not understood, so the packet was dropped. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16      LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-PARSE_ERR3: Unable to parse LWAPP headers for [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An internal error has occurred when processing a LWAPP control packet. The LWAPP header was not understood, so the packet was dropped. The AP might not function as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-PAYLOAD_ERR: [chars] - AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Not all payloads expected in the LWAPP message are present. The controller is dropping LWAPP messages from the AP. The AP might not be able to join the controller.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-PAYLOAD_MISSING: [chars] -

Explanation  Not all payloads expected in the LWAPP message are present.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-0-PDISC_LEN_ERR: Invalid primary discovery request received from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - message length ([int]) is invalid

Explanation  An incorrectly formatted primary discovery request was received from an access point and was ignored.

Recommended Action  No action is required.
Chapter 16      LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-6-PORTMAP_ERR: Failed to obtain multicast port map for interface [int], using default index ([int])

Explanation    The system could not get information on a multicast port using the information that is available for unicast. Multicast might not work as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-PROFILE_NAME_ERR: Could not find profile name for WLAN [dec] with SSID [chars]; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation    The profile name for the WLAN could not be found in the database.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-PROFILE_NAME_ERR2: Could not find profile name for WLAN with SSID [chars]

Explanation    The profile name for the WLAN could not be found in the database.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-RADIO_CRASH: Radio ([dec]) crashed and generated a core dump on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation    An error has occurred on the radio for the specified AP. The AP might not function as expected.

Recommended Action  Collect the radio crash information for the AP and contact technical assistance.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-2-RADIO_ERR: [chars] failure on radio slot [dec] on AP [chars]

Explanation  The radio slot on the specified AP has failed. It will impact clients that are connected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-RADIO_ERR2: Unknown AP radio failed alarm ([dec]) from the AP [chars]

Explanation  The AP has sent a radio failed alarm that the controller could not understand.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-2-RADIO_NOERR: AP [chars] recovered from [chars] failure on radio slot [dec]

Explanation  The radio slot on the specified AP is not experiencing failures at this time.

Recommended Action  No action is required.

Error Message  %LWAPP-3-RADIUS_ERR: Could not send join reply, AP authorization failed; AP:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The join reply has not been sent to the AP because AP authentication failed.

Recommended Action  Check the AP credentials on the RADIUS server, or the local MAC filtering table - if it was configured. Also check if RADIUS servers are configured and are reachable.

Error Message  %LWAPP-3-RADIUS_PORT_ERR: Received invalid RADIUS port number for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The port number for RADIUS is incorrect. RADIUS configuration could not be configured on the AP.

Recommended Action  Check the RADIUS configuration for the H-REAP APs configured on the controller.
Error Message  %LWAPP-3-RADIUS_SECRET_ERR1: MAC filtering request dropped as shared secret for RADIUS was not found

Explanation  The system is unable to find a RADIUS password, so the MAC filter authenticate request has been aborted. The AP might not be able to join the controller.

Recommended Action  Check the RADIUS shared secret configured on the controller and the RADIUS server.

Error Message  %LWAPP-3-RADIUS_SECRET_ERR2: Received invalid RADIUS shared secret; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The length of the shared secret is incorrect, so the RADIUS configuration could not be configured on the AP.

Recommended Action  Check the RADIUS configuration for the H-REAP APs configured on the controller.

Error Message  %LWAPP-3-RD_ERR: Regulatory domain of the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not match the country code ([chars])

Explanation  A mismatch has occurred in the country code and regulatory domain configured on the AP and controller. The AP might not be able to join the controller.

Recommended Action  Check if the correct (that intended to work with the AP) country code is configured on the controller.

Error Message  %LWAPP-3-RD_ERR10: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is disabled - default country code is [chars]

Explanation  Due to an error in the regulatory domain configured on the AP and the inability to associate a correct country code, the AP has been disabled. The AP will not be able to function as expected.

Recommended Action  Check if the correct country code is configured on the controller.

Error Message  %LWAPP-3-RD_ERR2: Regulatory domain for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not updated for all slots. (Updated [dec] out of [dec] filled slots)

Explanation  An error has occurred in the regulatory domain information for the slots on the AP. All of them do not have it configured. The AP might not be able to join the controller.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message %LWAPP-3-RD_ERR3: Invalid regulatory domain ([hex]) sent by AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] (slot: [dec] [chars])

Explanation The regulatory domain configured on the AP slot was not understood. The AP might not
be able to join the controller.

Recommended Action Check if the correct country code is configured on the controller.

Error Message %LWAPP-3-RD_ERR4: Invalid regulatory domain [chars] for AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The regulatory domain configured on the AP was not understood. The AP might not be
able to join the controller.

Recommended Action Check if the correct country code is configured on the controller.

Error Message %LWAPP-3-RD_ERR5: APs ([hex]:[hex]:[hex]:[hex]:[hex]:[hex] - slot
[dec] [chars]) regulatory domain is not set, this is not allowed in country [chars]

Explanation Due to an error in the regulatory domain configured on the AP, the AP might not be able
to join the controller.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-RD_ERR6: APs ([hex]:[hex]:[hex]:[hex]:[hex]:[hex])
regulatory domain ([chars]) is not supported in country ([chars]), slot [chars]
([dec]) supports [chars]

Explanation Due to an error in the regulatory domain configured on the AP, the AP might not be able
to join the controller.

Recommended Action Check if the correct country code is configured on the controller.

Error Message %LWAPP-3-RD_ERR7: Invalid country code ([chars]) for AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Due to an error in the regulatory domain configured on the AP, the AP might not be able
to join the controller.

Recommended Action Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-RD_ERR8: Country code ([chars]) not configured for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an error in the regulatory domain configured on the AP, the AP might not be able to join the controller.

**Recommended Action** Check if the correct country code is configured on the controller.

**Error Message** %LWAPP-3-RD_ERR9: APs [hex]:[hex]:[hex]:[hex]:[hex]:[hex] country code changed from ([chars]) to ([chars])

**Explanation** The country code associated with the regulatory domain configured on the AP was incorrect, so the country code has been changed. The AP might not function correctly in the region it is deployed.

**Recommended Action** The AP is functioning correctly with the changed country code, ignore this message. If the AP is not functioning correctly, contact technical assistance.

**Error Message** %LWAPP-3-REBOOT_ERR2: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] joined to the controller currently experienced a reboot earlier - ([chars] [chars] [chars])

**Explanation** The AP was unable to service clients because as it experienced a reboot due to the reason specified in the message.

**Recommended Action** Obtain the AP crash files from the controller, and collect all the message logs. Also, if the AP experienced a reboot as a result of missing heartbeat from the controller, check the network for connectivity issues. If the AP experienced a reboot because a join response was not obtained, check connectivity issues to the AP manager interface if the controller is in L3 mode, and ensure that it is reachable. After collecting the above data, contact technical assistance if necessary.

**Error Message** %LWAPP-6-REBOOT_INFO1: Controller initiated reboot of AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] that has currently joined the controller - ([chars] [chars])

**Explanation** The last reboot for the specified AP was triggered by the controller due to configuration changes on the AP that required a reboot.

**Recommended Action** No action is required.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-RECV_FAIL: Could not process LWAPP packet

Explanation  An internal error has occurred while processing the LWAPP packet. The packet was dropped.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-REKEY_ERR: Did not receive an expected rekey message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The AP might be disconnected because the rekeying message expected from the AP was not received.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-REPLAY_ERR: Received replay error on slot [dec], WLAN ID [dec], count [dec] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The controller has received a replay error on the specified AP and WLAN.

Recommended Action  Check if there is a replay attack in the network.

Error Message  %LWAPP-3-ROGUE_ERR: Could not send rogue report for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Due to an internal error, rogue information could not be sent.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LWAPP-3-RX_ERR: Received an unexpected LWAPP packet from AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The controller had no pending messages for this AP, so the unexpected response
received was dropped. It is possible that this message arrived late at the controller.

Recommended Action  No action is required.

Error Message  %LWAPP-3-RX_ERR3: Received LWAPP packet with invalid sequence number
(got [dec]expected [dec]) - from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An LWAPP packet sequence mismatch has occurred, and the LWAPP packet was
dropped. The AP might not function as expected.

Recommended Action  No action is required.

Error Message  %LWAPP-3-RX_ERR4: Received invalid add mobile action ([int]) from AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] (read index = [int])

Explanation  Adding a client to the AP has failed. The client might not be serviced as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-RX_ERR7: Received an invalid sequence number, [chars] ; AP:
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The LWAPP sequencing has failed for this LWAPP message, and the message was
dropped. The AP might not function as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-RX_ERR8: Unable to receive [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Due to an internal error, the LWAPP message could not be processed by the controller. The AP might not function as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-RX_ERR9: Received a bad sequenced [chars] message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An LWAPP packet sequence mismatch has occurred, and a LWAPP packet was dropped. The AP might not function as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-1-SECURITY_ERR: Not advertising SSID [chars] on REAP AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because L3 security is enabled

Explanation  Only H-REAP APs can advertise the specified SSID due to security issues. The system is not advertising this SSID on the AP because it is not an H-REAP AP.

Recommended Action  No action is required.

Error Message  %LWAPP-2-SEM_CREATE_ERR: Could not create semaphore [chars]

Explanation  The system is unable to allocate a lock for handling operations on the internal database. The system might become unstable.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %LWAPP-3-SIG_ERR: No pattern in signature with id [dec], (list id = [dec]), could not encode signature

Explanation Due to an internal error, the LWAPP message between the controller and AP was not delivered. The system might not behave as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-SIG_ERR1: Unable to find name for signature [dec] in list [dec] for report from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

Explanation The controller could not process the signature report sent by the AP. Some attacks might not be detected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-SIG_ERR10: Unable to re-enable signature processing on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The controller could not notify the AP about the new signature. The signature processing on the AP might not work as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16      LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-SIG_ERR2: Unable to find description for signature [dec] in list [dec] for report from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The controller could not process the signature report sent by the AP. Some attacks might not be detected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-SIG_ERR3: Unknown signature track information ([dec])

Explanation  The controller could not process the signature report sent by the AP. Some attacks might not be detected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-SIG_ERR4: Unknown signature report type ([dec])

Explanation  The controller could not process the signature report sent by the AP. Some attacks might not be detected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-SIG_ERR5: Could not gain exclusive access to the signature database

Explanation  The controller could not send a signature list to the AP due to an internal error.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-SIG_ERR6: All signatures are disabled in the [chars] signature file.

**Explanation**  The controller could not send signature information to the AP because all signatures are disabled.

**Recommended Action**  Check if all signatures are disabled, and enable them if desired.

**Error Message**  %LWAPP-3-SIG_ERR7: Unable to send toggle signature request to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The controller has failed to change the state of the signature processing on the specified AP. The signature processing on the AP might not function as expected.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-SIG_ERR8: Unable to disable signature processing on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  Due to an internal error, the signature processing on the specified AP could not be disabled. As a result, the new signature information could not be sent to the AP.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %LWAPP-3-SIG_ERR9: Error sending new signatures to AP
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  New signature information could not be sent to the AP. The signature processing on the AP might not work as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-4-SIG_INFO1: Signature information; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], alarm ON, [chars] sig [chars], track [chars] precedence [dec], hits [dec], slot [dec], channel [dec], most offending MAC [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Bad signature information has been detected on the specified AP.

Recommended Action  No action is required.

Error Message %LWAPP-3-SLOT_ERR: AP ([chars]) has no radio cards

Explanation  No radio cards were detected on the AP. The AP might not be able to service clients.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-2-SOCK_ERR: Error [chars] LWAPP socket

Explanation  An internal error has occurred. The LWAPP subsystem could not be initialized.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %LWAPP-3-SOCK_ERR2: Socket select error ([dec])

**Explanation**  An internal error has caused a temporary failure in a message handling process. The system is attempting to recover from this situation.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-SOCK_ERR3: Could not read from the LWAPP socket

**Explanation**  A failure has occurred when processing an internal LWAPP message. The system might become unstable.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-SOCK_ERR4: Could not read from LWAPP socket, frame length out of bounds ([dec])

**Explanation**  A failure has occurred when processing an internal LWAPP message. The system might become unstable.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %LWAPP-3-SSID_ERR1: Not creating SSID [chars] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because WEP 128 bit encryption is not supported on the AP

**Explanation**  The specified WLAN was not added on the AP because 128 bit encryption is not supported on the AP.

**Recommended Action**  Change the number of bits in the encryption, or ignore this message if the AP does not need to advertise the SSID.
Chapter 16      LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message %LWAPP-3-SSID_ERR2: Not creating SSID [chars] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because diagnostics channel is enabled

Explanation The specified WLAN was not added to the AP because diagnostics have been enabled on that WLAN.

Recommended Action If the WLAN needs to be enabled, disable the diagnostics channel on the WLAN.

Error Message %LWAPP-3-STATIC_IP_ERR: Configured static IP Address is not valid for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The IP address information sent by the AP is incorrect.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-2-TASK_CREATE_ERR: Failed to create LWAPP [chars] task

Explanation An internal error has occurred and the LWAPP subsystem could not be initialized. The APs might not be able to join the controller.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-TIME_ERR1: Unable to retrieve current time when processing [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Due to an internal error, information about the current time on the controller could not be obtained. The AP might not function as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %LWAPP-3-TIME_ERR2: Keeping connection from AP
{hex}:{hex}:{hex}:{hex}:{hex}:{hex} in overload condition (max allowed APs [dec],
current load [dec])

Explanation  The controller is overloaded, but this echo request is being processed.

Recommended Action  Check if another controller needs to be added to support the number of APs
that are deployed.

Error Message  %LWAPP-3-TIME_ERR3: Unable to retrieve time information to send AP
timesync config packet

Explanation  Due to an internal error, information about the controller’s time could not be sent to the
AP. The AP and controller time might not be synchronized and the AP might not function as
expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-TMR_ERR: [chars] timer count ([dec]) does not match that in
the AP ([dec]) AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Due to an internal error, this timer event was not processed. The AP might not operate
as expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-TMR_FREE_ERR: Failed to free [chars] timer; AP
{hex}:{hex}:{hex}:{hex}:{hex}:{hex}

Explanation  An internal error occurred while processing a timer. The AP might not operate as
expected.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-TMR_START_ERR: Failed to start [chars] timer; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the timer could not be triggered. The AP might not operate as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-TX_ERR: Could not transmit LWAPP packet, transmission queue is full for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An LWAPP packet transmission has failed because the transmit queue has reached a maximum limit. It is possible that the response packets from the AP are not reaching the controller.

**Recommended Action** Check if the AP has rebooted or if it has been removed from the network. Also, check if there are connectivity issues between the AP and the controller.

**Error Message** %LWAPP-3-TX_ERR2: Transmission of LWAPP message failed for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, the LWAPP message could not be transmitted. The AP might not function as expected.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %LWAPP-3-TX_ERR3: Max retransmissions for LWAPP control message reached on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] for [chars] (number of pending messages is [dec])

Explanation The maximum number of times that an LWAPP control packet is transmitted before declaring the AP is dead has been reached for this AP. The AP might not be on the network or might have rebooted.

Recommended Action Check if the AP has rebooted or if it has been removed from the network. Also check if there are connectivity issues between the AP and the controller.

Error Message %LWAPP-3-TX_ERR4: Unable to retrieve AP’s ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) reachability information (VLAN identifier, port number, etc) to [chars]

Explanation An LWAPP message has been dropped because the information to send the message was not available.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-TX_ERR5: Failed to transmit [chars] to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Due to an internal error, an LWAPP message could not be transmitted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-TX_ERR6: Could not send LWAPP control packet, data length ([int]) exceeds MTU ([int]) on interface [int]

Explanation Due to an incorrect length of the LWAPP message, it has been dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Error Message %LWAPP-3-TX_ERR7: Could not transmit LWAPP control packet (error = [int])

Explanation Due to an internal error, an LWAPP message could not be transmitted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-TX_ERR8: Unable to determine MTU for interface [int]

Explanation An error has occurred while obtaining the MTU for the interface. The LWAPP message has been dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-UDP_PORT_ERR: Received invalid UDP port ([dec]) in the packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

Explanation An invalid packet received from the AP has been dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LWAPP Messages

Error Message %LWAPP-3-UNSUPP_AP: Refusing image download request from unsupported AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The AP is not supported in the current version of the controller's software, so the request to download the image has been ignored.

Recommended Action No action is required.

Error Message %LWAPP-3-UNSUPPORTED_TYPE: Received an invalid [chars] ([dec]): AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The information received on the controller was not understood, so the message has been dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-UNSUPPORTED_TYPE2: Received an invalid [chars] ([dec])

Explanation The information received on the controller was not understood, so the message has been dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %LWAPP-3-UNSUPPORTED_TYPE3: Received an invalid [chars] ([dec]) or [chars] ([dec]): AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation The information received on the controller was not understood, so the message has been dropped.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

Error Message  %LWAPP-3-VALIDATE_ERR: Validation of [chars] failed - AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Due to invalid parameters sent, the validation of the LWAPP message has failed and the message has been dropped.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-VENDOR_ID_ERR: Invalid vendor identifier in vendor specific payload from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  Due to invalid vendor information, the message from the AP has been dropped.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-VENDOR_SPEC_ERR: Failed decoding vendor specific payload

Explanation  The message from the AP could not be processed due an error in the vendor-specific information.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %LWAPP-3-WLAN_ERR: Unable to find WLAN [dec] - [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An internal error has occurred because the WLAN information could not be found. The specified operation could not be performed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-WLAN_ERR2: Unable to find WLAN [dec] to be deleted; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The requested WLAN does not exist in the database, so the request to delete has been ignored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-WLAN_ERR4: Unable to add WLAN on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - max limit reached

**Explanation** An invalid WLAN ID has been received because the controller could not configure the WLAN on the AP.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-WLAN_ERR5: Unable to find WLAN [dec] to be updated on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The requested WLAN does not exist in the database, so the request to update the information on the AP has been ignored.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 16  LRADSIM and LWAPP System Messages

LWAPP Messages

**Error Message** %LWAPP-6-WLAN_STATUS_ERR: [chars] [dec] [chars] [dec] [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The operation attempted on the slot for the WLAN was not necessary, because the AP was already in that state, so this message has been ignored.

**Recommended Action**  No action is required.

**Error Message** %LWAPP-6-CAPWAP_CREATED_AP: Discarding LWAPP [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] since AP entry is created in CAPWAP

**Explanation**  The message has been received in LWAPP from the AP, but the AP entry was created by CAPWAP. The system is ignoring the message.

**Explanation**  No action is required.

**Error Message** %LWAPP-6-CAPWAP_SUPP_VER: Discarding [chars] in LWAPP from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] supporting CAPWAP

**Explanation**  The message was received in LWAPP from an AP that supports CAPWAP. This condition might be normal. The AP will join the controller in CAPWAP after the maximum number of retries in LWAPP.

**Recommended Action**  No action is required.

**Error Message** %LWAPP-4-MSGTAG098: Mesh AP [chars] unable to support the configured VLAN [dec].

**Explanation**  The maximum limit on the number of VLANs has been exceeded on the specified AP or in any upstream AP.

**Recommended Action**  Check the number of configured VLANs. Remove unwanted or unused VLANs.

**Error Message** %LWAPP-2-SPAMSEND: Sending through spam instead of capwap; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  The system could not transmit the LWAPP message because it could not be encrypted. The AP might not function as expected.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
LWAPP Messages

Error Message  %LWAPP-0-RADIUS_ERR: The system could not send join reply, AP authorization failed; AP:%02x:%02x:%02x:%02x:%02x:%02x

Explanation  The join reply has not been sent to the AP because AP authentication failed.

Recommended Action  Check the AP credentials on the RADIUS server or check if the local MAC filtering table is configured. Also check if RADIUS servers are configured and are reachable.
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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.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.
Chapter 17  MIRROR MM and MMC System Messages

MIRROR Messages

Error Message  %MIRROR-3-INVALID_PORT: Port [dec] is invalid.

Explanation  The port is invalid.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %MIRROR-3-MEM_ALLOC_FAILED: Could not allocate memory for [chars].

Explanation  The system could not allocate memory for HEAP.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %MIRROR-3-NODE_NOT_FOUND: Unable to add the mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] into AVL tree.

Explanation  The system is unable to find a node in the AVL tree.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %MIRROR-3-RETRIEVE_FILE_FAILED: Failed to retrieve the configuration file [chars].

Explanation  The system has failed to retrieve the mirror configuration file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-SEM_CREATE_FAILED: Unable to create semaphore for Mirror module.

**Explanation** The system is unable to create a semaphore for the mirror module.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-STORE_FILE_FAILED: Failed to store the configuration file [chars] into NV Memory.

**Explanation** The system has failed to store the mirror configuration file into the NV memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %MIRROR-3-TOGGLE_AP_FAILED: Could not toggle the AP [chars]’s mirror mode.

**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.
Chapter 17      MIRROR MM and MMC System Messages

MIRROR Messages

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
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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Chapter 17  MIRROR MM and MMC System Messages**

**MM Messages**

**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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.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.
Chapter 17  MIRROR MM and MMC System Messages

MM Messages

**Error Message**  %MM-1-APENTRY_ADD_FAILED: Unable to create ap-list entry for AP \[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]

**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.

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.
Chapter 17      MIRROR MM and MMC System Messages

MM Messages

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/1. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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/1. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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/1. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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/1. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Technical Assistance Center via the Internet at http://tools.cisco.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_RECVD: 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.
**MM Messages**

**Error Message**  %MM-3-INVALID_NONCE_RECV'D: 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_RECV'D: 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_RECV'D: 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_RECV'D: 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.
Chapter 17      MIRROR MM and MMC System Messages

**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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.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](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 17  MIRROR MM and MMC System Messages

MM Messages

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.
Chapter 17  MIRROR MM and MMC System Messages

MM Messages

Error Message  %MM-4-HB_MEMBER_DELETE_ERROR: Error deleting Mobility member from heartbeat list (MAC:[hex]:[hex]:[hex]:[hex]:[hex], IP: [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], 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.
Chapter 17  MIRROR MM and MMC System Messages

MM Messages

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.
Chapter 17    MIRROR MM and MMC System Messages

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
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.
NIM NMSP NULL and OSAPI System Messages

This chapter contains the following topics:

- NIM Messages, page 18-1
- NULL Messages, page 18-13
- OSAPI Messages, page 18-14

NIM Messages

This section contains Networks-in-Motion (NIM) messages.

Error Message  NIM-0-ADMIN_MODE_DISABLE: Port %d Admin Mode is Disable.

Explanation  The Port Admin Mode is disabled.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  NIM-0-ADMIN_MODE_ENABLE: Port %d Admin Mode is Enable.

Explanation  The Port Admin Mode is enabled.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
NIM Messages

Error Message %NIM-0-CREAT_TASK_FAIL: Failed to create the task [chars]

Explanation The system has failed to create the task.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.


Explanation A LAG MAC address error has occurred: The system has detected invalid arguments. The system has a null pointer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message NIM-0-INDEX_ERR: Invalid index [int] while %s per port AP load information.

Explanation An internal error has occurred when processing AP load information. Some AP management functions may not work as expected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %NIM-0-MSGQ_CREATE_FAIL: Unable to create msg queue for nimTask.

Explanation The system is unable to create a message queue for nimTask.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %NIM-0-REGISTRY_GET_FAIL: Unable to pull value from the registry for the key [chars]

**Explanation** The system is unable to pull a value from the registry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %NIM-3-ADMIN_STATE_INVALID: Admin State [dec] is not valid for interface [dec].

**Explanation** The admin state is not valid. The state is not enabled or disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %NIM-3-CANT_DISABLE_MCAST: Cannot disable multicast state for interface [int] when LAG is enabled

**Explanation** The system cannot disable multicast state when LAG is enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %NIM-3-CHECK_SUM_ERR: Checksum Error on config file [chars].

**Explanation** A checksum error has occurred on the configuration file.

**Recommended Action** No action is required.
NIM Messages

Error Message  \%NIM-3-COMPONENT_ALREADY_REGISTERED: Component [dec] already registered.

Explanation  The component is already registered. A component that is already registered with a state change function is trying to register again.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  \%NIM-3-CREAT_CPUINTF_FAIL: CPU INTF Create error: Ran out of CPU Interface internal numbers.

Explanation  NIM Create error: The system has run out of CPU interface internal numbers.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  \%NIM-3-CREAT_LAGINTF_FAIL: LAG interface Create error: Ran out of LAG Interface internal numbers.

Explanation  LAG interface Create error: The system has run out of LAG interface internal numbers.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  \%NIM-3-CREAT_LOGICALINTF_FAIL: Logical interface create error: Ran out of Logical Interface internal numbers.

Explanation  Logical interface create error: The system has run out of logical interface internal numbers.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
Error Message  %NIM-3-CREAT_PHYINTF_FAIL: PHY interface Create error: Ran out of Physical Interface internal numbers.

Explanation  PHY interface Create error: The system has run out of physical interface internal numbers.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %NIM-3-CREAT_VLANINTF_FAIL: Logical Vlan interface Create error: Ran out of Logical Interface internal numbers.

Explanation  Logical VLAN interface Create error: The system has run out of logical interface internal numbers.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %NIM-3-FS_WRITE_FAIL: Writing data to the config file [chars] failed.

Explanation  Writing data to the user configuration file has failed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %NIM-3-INIT_TASK_FAIL: Task initialization failure. Waiting on handle [chars] failed

**Explanation**  Task initializing has failed for a NIM component.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-3-INVALID_CREAT_REQUEST: Invalid [chars] Create Request.

**Explanation**  An invalid interface create request has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-3-LOAD_PORTINFO_FAIL: Loading port info for port number [dec] failed. Ran out of Physical Interface internal numbers.

**Explanation**  Loading the multicast appliance mode port configuration has failed. The system has run out of physical interface internal numbers.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-3-MCAST_STATE_UNKNOWN: interface [int] has invalid mcastApplianceState [dec]

**Explanation**  The multicast appliance state is invalid.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-3-SET_AUTONEG_FAIL: Error in setting the AutoNeg status for the interface with internal interface number [dec].

**Explanation**  An error occurred while setting the status for auto negotiation.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-3-SET_INTFSPEED_FAIL: Error while setting the speed mode for the interface with internal interface number [dec].

**Explanation**  An error occurred while setting the speed mode for the interface. The speed and the interface type are not compatible.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-3-SET_MCASTSTATE_FAIL: Error while setting MCAST appliance state for the interface with internal interface number [dec].

**Explanation**  An error occurred while setting the MCAST appliance state for an interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %NIM-3-SET_MTUSIZE_FAIL: Error while setting MTU size for the interface with the internal interface number [dec].

**Explanation**  An error occurred while setting the MTU size for the interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-3-SYSINTF_TYPE_UNKNOWN: Unknown system interface type [dec].

**Explanation**  The system has detected an unknown system interface type. The system could not find the next valid interface’s internal interface number.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-3-UNKNOWN_INTF_TYPE: Unknown Interface type requested.

**Explanation**  An unknown interface type has been requested.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-3-USP_PORT_ERR: Error in USP and/or port registry data.

**Explanation**  An error has occurred in the USP and/or port registry data.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-3-USP_SLOT_ERR: Error in USP and/or SYSTEM_SLOTS registry data.

**Explanation**  An error has occurred in the USP and/or SYSTEM_SLOTS registry data.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-4-ADDR_TYPE_INVALID: Address type [dec] is not valid for interface [dec].

**Explanation**  The address type is not valid. It is not a burned-in address or a locally administered address.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NIM-4-LAG_IN_TRANSITION: LAG in transition. switch reboot DUE..!!!

**Explanation**  LAG is in transition. A switch reboot is due.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %NIM-4-MCAST_NOT_SET: Multicast appliance flag not set for interface [int]{[int],[int],[int]} when LAG enabled.

**Explanation** The multicast appliance flag does not set when LAG is enabled.

**Recommended Action** No action is required.

**Error Message** %NIM-4-NAME_TYPE_INVALID: Name Type [dec] is not valid for interface [dec].

**Explanation** The interface name type is not valid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %NIM-4-POE_STATE_INVALID: PoE State [dec] is not valid for the interface [dec].

**Explanation** The PoE state is not valid. The state is not enabled or disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %NIM-4-TRAP_STATE_INVALID: Trap State [dec] is not valid for interface [dec].

**Explanation** The trap state is not valid. It is not enabled or disabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
NMSP Messages

This section contains the NMSP messages.

Error Message  %NMSP-3-CERT_AAA_ERR: NMSP: LBS cert AAA Error for [chars]

Explanation  NMSP: The controller LBS-SSC AuthList has failed to validate a certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %NMSP-3-CONN_LIMIT_EXCEEDED: [chars]: Maximum connection limit of [dec] exceeded

**Explanation**  The maximum NMSP connection limit has been exceeded.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NMSP-3-INIT_FAIL: NMSP Task failed to initialize

**Explanation**  The NMSP receive task has failed to initialize and cannot accept incoming NMSP messages.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NMSP-3-INV_CERT_LEN: NMSP: Received invalid peer cert (size [int])

**Explanation**  The system has received a peer certificate that contains no certificate or is too big.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NMSP-3-PEER_CERT_VER_FAIL: NMSP: LBS cert verification failed check

**Explanation**  NMSP: The controller has failed to validate the LBS peer certificate.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NMSP-3-QUEUE_CREATE_FAIL: [chars]: Failed to create messaging Q [chars]

**Explanation**  The system has failed to create a messaging queue.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NMSP-3-SOCK_SEL_FAIL_EBADF: [chars]: Select failed with bad file descriptor. All sockets closed

**Explanation**  A select failed with a bad file descriptor. All NMSP sockets have been closed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %NMSP-3-TASK_CREATE_FAIL: [chars]: Failed to create [chars]

**Explanation**  The system has failed to create [chars].

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

### NULL Messages

This section contains NULL subsystem (NULL) messages.
**OSAPI Messages**

This section contains operating system API (OSAPI) messages.

**Error Message**  %OSAPI-0-COLLECT_TASK_METRICS_FAILED: Unable to gather task metrics.

**Explanation**  The system is unable to gather task metrics.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  OSAPI-0-CONFIG_NOT_SAVED: Configuration Not Saved. System will now restart!

**Explanation**  The configuration has not been saved. The system will now restart.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 18 NIM NMSP NULL and OSAPI System Messages

OSAPI Messages

Error Message OSAPI-0-CONFIG_SAVED: Configuration Saved. System will now restart.

Explanation The configuration has been saved. The system will now restart.

Recommended Action No action is required.

Error Message OSAPI-0-HI_MEM_THRESHOLD_CROSSED: Warning! System free memory (%d) below high threshold.

Explanation Warning! The system’s free memory has fallen below the high threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message OSAPI-0-HI_MEM_THRESHOLD_RESTORED: Warning! System free memory (%d) restored above high threshold.

Explanation Warning! The system’s free memory has been restored above a high threshold.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message OSAPI-0-INTF_SYSCTL_FAILED: The sysctl %s has failed on interface %s. error code: %d.

Explanation The sysctl operation has failed on the interface.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %OSAPI-0-INVALID_TIMER_HANDLE: Task is using invalid timer handle \[int]/[int]

**Explanation**  The task is using an invalid timer handle.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %OSAPI-0-INVALID_TIMERCB: Invalid timer control block. TcbPtr=[hex].

**Explanation**  The system has detected an invalid timer control block, and a software timer object has failed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  OSAPI-0-LICENSE_FL_UPDATE_FAIL: Failed to update Cisco License Directory on flash.

**Explanation**  The system has failed to update the Cisco license directory on flash.

**Recommended Action**  No action is required.

**Error Message**  %OSAPI-0-MEM_ALLOC_FAILED: Failed to allocate memory for \[dec\] bytes.

**Explanation**  The system has failed to allocate some memory. The system might be out of buffers. This may be temporary problem.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 18  NIM NMSP NULL and OSAPI System Messages

OSAPI Messages

Error Message  %OSAPI-0-MSGQ_CREATE_FAILED: Failed to create the message queue object: [chars]. [chars].

Explanation  The system has failed to create a message queue object.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  OSAPI-0-MTD_ERASE_FAIL: Unable to erase a sector at %d on MTD device %s.

Explanation  The system is unable to erase a sector on the Memory Technology Device (MTD).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  OSAPI-0-MTD_INFO_FAIL: Unable to get MTD device info on %s.

Explanation  The system is unable to get the Memory Technology Device (MTD) information.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  OSAPI-0-MTD_LOCK_FAIL: Unable to lock MTD device %s.

Explanation  The system is unable to lock the Memory Technology Device (MTD).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** OSAPI-0-MTD_OPEN_FAIL: Unable to open MTD device %s.

**Explanation** The system is unable to open the Memory Technology Device (MTD).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** OSAPI-0-MTD_UNLOCK_FAIL: Unable to unlock MTD device %s.

**Explanation** The system is unable to unlock the Memory Technology Device (MTD).

**Error Message** %OSAPI-0-MUTEX_CREATE_FAILED: Failed to create a mutual exclusion object. [chars].

**Explanation** The system has failed to create a mutual exclusion object.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.


**Explanation** Task took more time to release semaphore lock.

**Recommended Action** This is a informative message for debugging in case of system crash. No action is required.
**Chapter 18      NIM NMSP NULL and OSAPI System Messages**

**OSAPI Messages**

**Error Message** %OSAPI-0-RAD_SW_UPGRADE: System has been upgrading Radio SW for more than 30 minutes.

**Explanation** The APs have been downloading software for the last 30 minutes. Either the network is congested or there is a mismatch between the AP image and the controller image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %OSAPI-0-REAPER_START_FAILED: Unable to start the Osapi Reaper. [chars].

**Explanation** The system is unable to start an OSAPI Reaper.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %OSAPI-0-REAPWATCHER_START_FAILED: Unable to start the Osapi Reaper Watcher. [chars].

**Explanation** The system is unable to start an OSAPI Reaper Watcher.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
OSAPI Messages

**Error Message** OSAPI-0-RESETSYSTEM_FAILED: System will not reset as software is being upgraded.

**Explanation** Resetting the system when an image download on the controller or an image downloading to the access point could leave the controller or access points with partial images. This problem could affect the state/functioning of the device after a power cycle. The reset of the system is cancelled when a controller or access point is downloading an image.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %OSAPI-0-RESET_START_FAILED: Unable to start the System Reset.

**Explanation** The system is unable to start the system reset task.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** OSAPI-0-RESET_TRAP_GENERATED: System reset trap message generated.

**Explanation** A system reset trap message has been generated.

**Recommended Action** No action is required.

**Error Message** OSAPI-0-SAVE_CONFIG_FAILED: Flash write in progress. Cannot save config or reset system.

**Explanation** A Flash write is in progress. The system cannot save the configuration or reset the system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  OSAPI-0-SET_ETHERNET_PORT_FAILED: Setting Ethernet Port %s MAC. Could not get current flags.

**Explanation**  The Linux (Input Output ConTroL) IOCTL operation has failed on the Ethernet interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  OSAPI-0-SET_ETHERNET_PORT_FAILED_1: Setting Ethernet Port %s MAC. Could not bring down port.

**Explanation**  The Linux (Input Output ConTroL) IOCTL operation has failed on the Ethernet interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  OSAPI-0-SET_ETHERNET_PORT_FAILED_2: Error while setting Ethernet Port %s MAC..Error No: %d.

**Explanation**  The Linux (Input Output ConTroL) IOCTL operation has failed on the Ethernet interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message: OSAPI-0-SET_ETHERNET_PORT_FAILED_3: Error while setting Ethernet Port %s flags...Error No: %d.

Explanation: The Linux (Input Output ConTroL) IOCTL operation has failed on the Ethernet interface.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message: %OSAPI-0-TASK_CREATE_FAILED: Failed to create the task object: [chars]. [chars].

Explanation: The system has failed to create a task object.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message: %OSAPI-0-TASK_HUNG: Error! Hung task detected ([chars])! (user [dec]% system [dec]%)
Reset!.

Explanation: The system has detected a hung task.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message: %OSAPI-0-TASK_INVALID_ADDRESS: Invalid task [address] ([address] < msg < [address]) (1)

Explanation: The system has detected a possibly corrupted task.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/.
Chapter 18  NIM NMSP NULL and OSAPI System Messages

OSAPI Messages

http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-2-TASK_PRIORITY_INFO: %s - TaskID %d ('%s') osapi_prio %u old_prio %u pthread_prio %d cur_prio %d tickleTimer %u

Explanation  The system has changed the thread priority.

Recommended Action  No action is required.

Error Message  %OSAPI-0-TASKLIST_CORRUPTED: Task list corruption detected!!!.

Explanation  The system has detected a corrupted task list.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-0-TIMERCB_ALLOC_FAILED: Unable to allocate timer control block.

Explanation  The system is unable to allocate memory for a software timer control block.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-0-TIMERCB_FREELIST_CORRUPTED: Timer control block free list is corrupted. Head=[hex],Count=[dec],Mempool Size=[dec].

Explanation  The timer control block free list is corrupted.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %OSAPI-0-TIMER_CREATE_FAILED: Failed to create a timer.

**Explanation**  The system could not create a software timer object.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  OSAPI-0-TRAP_START_FAILED: Unable to start the System Trap Reset. %s.

**Explanation**  The system is unable to start the System Trap Reset task.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %OSAPI-1-MUTEX_PRIO_CLEAR: == Unlock assert == ([chars]) prio=[dec] root=[hex] word=[[dec]]=[[hex]].

**Explanation**  A mutex clear lock failure has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
### Error Message

**%OSAPI-1-MUTEX_Prio_SET:** **Lock assert** ([chars]) prio=[dec]
root=[hex] [chars]

**Explanation**  
A mutex lock priority violation has occurred.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%OSAPI-1-MUTEX_Prio_SET2: **Lock assert** ([chars]) prio=[dec]
root=[hex] word=[dec]=([hex]).

**Explanation**  
A mutex lock priority violation 2 has occurred.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
OSAPI-3-CLOSE_FAILED: Failed to close file

**Explanation**  
The system is unable to close a file.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%OSAPI-3-FILE_CREATE_FAILED: Failed to create the file : [chars].

**Explanation**  
The system could not create a file or directory. There may be several reasons behind it, including that the system has run out of disk space.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-FILE_OPEN_FAILED: Failed to open the file : [chars].

Explanation  The system could not open a file or directory. There may be several reasons behind it, including that the path provided does not exist.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-FILE_TRANSFER_ABORTED: Aborting file transfer. [chars].

Explanation  The system is aborting a file transfer.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/tac. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-FILE_WRITE_FAILED: Failed to write [dec] bytes to the file : [chars] (FileDesc:[dec]). [chars].

Explanation  The system could not write to a file or directory. There may be several reasons behind it, including that the path provided does not exist.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 18  NIM NMSP NULL and OSAPI System Messages

OSAPI Messages

Error Message  %OSAPI-3-FILE_WRITENOCLOSE_FAILED: Failed to write [dec] bytes (FileDesc:[dec]). [chars].

Explanation  The system could not write to a file or directory. There may be several reasons behind it, including that the path provided does not exist.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-INTF_IOCTL_FAILED: The I/O control operation ([chars]) has failed on the interface [chars].IpAddr:[int].[int].[int].[int] Errorcode:[dec]

Explanation  The I/O control operation has failed on the interface.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-INVALID_FILE_HANDLE: The File/Socket handle is Invalid. Handle = [dec].

Explanation  The file/socket handle is invalid.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-INVALID_PING_RESPONSE: Ping response from [int].[int].[int].[int] is invalid. [chars].

Explanation  The ping response is invalid.

Recommended Action  This is a debug message only. No action is required.
**Error Message**  OSAPI-3-IOCTL_FAILED: ioctl ([chars]) failed for interface [chars].

**Explanation**  The system was unable to complete the specified IOCTL operation.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %OSAPI-3-KTHREAD_STRUCT_ALLOC_FAILED: We failed to create a struct for /proc/[chars]/status

**Explanation**  The system failed to create a structure for storing kthread information.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %OSAPI-3-KTHREAD_TABLE_FULL: Need a bigger osapi_kthread_tbl to store kthread [chars] pid=[dec].

**Explanation**  The system needs a bigger osapi_kthread_tbl to store a kthread.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %OSAPI-3-LINK_ERROR: Error condition detected on link [chars] (rxp [int] rxe [int]; previously rxp [int] rxe [int])

**Explanation**  A link error has been detected on the specified link.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %OSAPI-3-OPEN_FAILED: Failed to open file [chars]

**Explanation** The system is unable to open a file with the given name.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %OSAPI-3-PATH_BUILD_FAILED: Failed to build the path string for [chars]

**Explanation** The system has failed to build a path string.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %OSAPI-3-PING_OPER_FAILED: Unable to start ICMP ping to host [chars]. [chars]

**Explanation** The system is unable to start an ICMP ping to host.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
OSAPI Messages

Chapter 18  NIM NMSP NULL and OSAPI System Messages

OSAPI Messages

Error Message  %OSAPI-3-ROUTE_INFO_GET_FAILED: Unable to retrieve routing information

Explanation  The system is unable to retrieve routing information, and unable to access /proc/net/route.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-SEM_PRIORITY_INFO_1: Sem priority before trylock root=0x[hex], word=[char].

Explanation  Dumping semaphore priority, no action needed.

Recommended Action  This is a informative message for debugging in case for system crash. No action is required.

Error Message  OSAPI-3-SEM_PRIORITY_INFO_2: Sem priority after getting lock root=0x[hex], word=[char].

Explanation  Dumping semaphore priority after getting locked, no action needed.

Recommended Action  This is a informative message for debugging in case for system crash. No action is required.

Error Message  %OSAPI-3-SOCKET_FAILED: Failed to open socket.

Explanation  The system is unable to open a socket.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-SOCK_OPER_FAILED: The [chars] operation has failed on the socket descriptor [dec]. Errorcode:[dec].

Explanation  An operation has failed on a socket descriptor.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-SYSINFO_FAILED: The system API sysinfo() returned failure.
Error: [chars].

Explanation  The system API has returned a failure.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-TASK_ADD_LOCKED: Exceeded maximum task count [int] (max
[int])

Explanation  The maximum number of tasks that can be created has been exceeded.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-3-TASK_GETTIME_FAILED: Failed to retrieve statistics
(/proc/<pid>/stats) for task ‘[chars]’

Explanation  The system has failed to retrieve statistics (/proc/<pid>/stats) for a task.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.
Error Message  %OSAPI-3-TASK_RMV_LOCKED: Failed to delete a task
osapiTaskFreeList.head [address], count [int]

Explanation  The system has failed to delete a task.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Minimum is 20. Setting to 20.

Explanation  The requested timer is less than the minimum time allowed. The minimum time is 20.
The system is setting the timer to 20.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-4-CPU_OVERLOAD: Warning! Task [dec] ([chars]) is taking [dec]%
([dec]% user [dec]%system)of the cpu!.

Explanation  Warning! A task is overloading the CPU.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-4-FILE_MOVE_FAILED: Failed to move the file [chars] to [chars].

Explanation  The system could not move or rename a file or directory. There may be several reasons
behind it, including that the source path provided does not exist.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %OSAPI-4-GW_ADD_FAILED: Unable to add the gateway [chars]. System command returned failure. Error code:[dec]

**Explanation** The system is unable to add a gateway. The system command has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %OSAPI-4-MSGQ_DUMP_FAILED: Failed to dump the message queue history: [chars]. [chars].

**Explanation** The system has failed to dump the message queue history in the event of a crash.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %OSAPI-4-MSGQ_RECV_FAILED: Failed to receive a message from the message queue object: [chars]. [chars].

**Explanation** The system has failed to receive a message from a message queue object.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %OSAPI-4-MSGQ_SEND_FAILED: Failed to send a message to the message queue object: [chars]. [chars].

Explaination  The system has failed to send a message to a message queue object.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-4-MUTEX_LOCK_FAILED: Failed to acquire a mutual exclusion object. [chars].

Explanation  The system has failed to acquire a mutual exclusion object.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-4-ROUTE_ADD_FAILED: Unable to add the route (Dest:[chars], NetMask:[chars], NextHop:[chars]). System command returned failure. Errorcode:[dec]

Explanation  The system is unable to add a route. The system command failed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-4-ROUTE_DEL_FAILED: Unable to delete the route (Dest:[chars], NetMask:[chars], NextHop:[chars]). System command returned failure. Errorcode:[dec]

Explanation  The system is unable to delete a route. The system command failed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-4-TIMERTCB_NOT_ALLOCATED: Timer [int]/[int] {’[chars]’} already destroyed.

Explanation  A software timer object is already destroyed and cannot be used.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-4-TIMERTCB_REALLOCATED: Timer [int]/[int] {’[chars]’} found to be destroyed/reallocated.

Explanation  The timer is destroyed/reallocated.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-4-TIME_SHIFT_DETECTED: Detected [chars] time shift. Last: [dec].[dec]. --> Now:[dec].[dec].

Explanation  The system has detected a time shift.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 18 NIM NMSP NULL and OSAPI System Messages

OSAPI Messages

Error Message  %OSAPI-5-CLEAN_TASK: Reaper cleaning up exited task ‘[chars]’ ([address])

Explanation  The reaper is cleaning up the exited task.

Recommended Action  No action is required.

Error Message  %OSAPI-5-FILE_CLOSE_FAILED: Failed to close the file descriptor: [dec].

Explanation  The system could not close a file or directory. There may be several reasons behind it, including that the path provided does not exist.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-5-FILE_DEL_FAILED: Failed to delete the file: [chars].

Explanation  The system could not delete a file or directory. There may be several reasons behind it, including that the path provided does not exist.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-5-FILE_READ_FAILED: Failed to read [dec] bytes from the file: [chars] (FileDesc:[dec]). [chars].

Explanation  The system could not read from a file or directory. There may be several reasons behind it, including that the path provided does not exist.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 18  NIM NMSP NULL and OSAPI System Messages

OSAPI Messages

Error Message  %OSAPI-5-FILE_READNOCLOSE_FAILED: Failed to read [dec] bytes (FileDesc:[dec]). [chars].

Explanation  The system could not read from a file or directory. There may be several reasons behind it, including that the path provided does not exist.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-5-MSGQ_DEL_FAILED: Failed to delete the message queue object: [chars]. [chars].

Explanation  The system has failed to delete a message queue object.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-5-MUTEX_DEL_FAILED: Failed to delete a mutual exclusion object. [chars].

Explanation  The system has failed to delete a mutual exclusion object.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %OSAPI-5-MUTEX_UNLOCK_FAILED: Failed to release a mutual exclusion object. [chars].

Explanation  The system has failed to release a mutual exclusion object.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %OSAPI-6-FILE_DOES_NOT_EXIST: File : [chars] does not exist.

Explanation  The system could not find the file or directory. There may be several reasons behind it, including that certain functionality has never been configured on the system.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
PEM System Messages

This chapter contains the following topic:

- PEM Messages, page 19-1

PEM Messages

This section contains Power Entry Module (PEM) messages.

Error Message  %PEM-0-CREATETASK: Failed to create PEM receive task.

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  PEM-0-IPRGSTR_MSCB_FAIL: Registering IP %u.%u.%u.%u on mscb failed for station[hex]:[hex]:[hex]:[hex]:[hex].

Explanation  The system has failed to register an IP address on the MSCB.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %PEM-0-NOQ: PEM: no message queue, exiting.

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-1-ADDNPURULE1: Unable to push temporary Fast Path rule for mobile \[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\] on AP \[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-1-ADDNPURULE2: Unable to plumb temporary rule for mobile\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-1-ADDVPN: Unable to create IPsec rule for mobile\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\]:\[hex\].

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-1-ADDWEBRULE1: Unable to add web rule for mobile
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]: on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-1-ADDWEBRULE2: Unable to create web rule for mobile
[hex]:[hex]:[hex]:[hex]:[hex]:

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-1-AEPIINIT: Bypassing AEPI process for mobile
[hex]:[hex]:[hex]:[hex]:[hex]:

**Explanation**  The AEPI is not enabled and has been bypassed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %PEM-1-DELMSRULE1: Unable to delete policy rule [dec] for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An internal system error has occurred.

Recommended Action  No action is required.

Error Message  %PEM-1-DELMSRULE2: Unable to delete policy rule for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An internal system error has occurred.

Recommended Action  No action is required.

Error Message  %PEM-1-DOT1XINIT1: Unable to initialize 802.1X for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PEM-1-GETPOL: Unable to retrieve encrypt policy for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system is unable to retrieve an encryption policy for the mobile.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PEM-1-MGMTINTF: Can not get management interface.

Explanation  The management interface cannot be found. It needs to be configured.

Recommended Action  Configure the management interface.
**Error Message** %PEM-1-MSGTAG050: [chars]: Unable to register L2TP session

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PEM-1-PLUMBIP: Unable to add IP address learning SCB to NPU for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PEM-1-SERVTYPE: Rejecting web-auth login for user '[chars]' with invalid Service-Type [dec]

**Explanation** The system has detected an invalid AAA service type.

**Recommended Action** No action is required.

**Error Message** %PEM-1-SETNAME: Unable to allow user [chars] into the system - perhaps the user is already logged onto the system?

**Explanation** This username might have reached its maximum number of allowed sessions. This number can be configured.

**Recommended Action** Check the configured number of allowed sessions for this user. It may be 0, or the user has already reached the maximum number of allowed sessions. If the user has reached the maximum number, disconnect one of the sessions.

**Error Message** %PEM-1-SNIFFAP: Unable to add sniffer AP fast path rule for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** No action is required.
PEM Messages

Error Message %PEM-1-SPAMADDSTA: Unable to create SPAM Mobile State.

Explanation An internal system error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PEM-1-WEBAUTHFAIL: Web authentication failure for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Web authentication has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PEM-1-WEBAUTHOFF: Unable to enforce web auth policy due to invalid state for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Web authentication is not configured.

Recommended Action Configure web authentication.

Error Message %PEM-2-ADDVPN3: [chars]

Explanation An internal system error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %PEM-2-DELVPN1: [chars]

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message**  %PEM-2-DELVPN4: [chars]

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message**  %PEM-2-XXX: [chars]

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message**  %PEM-3-ADDNPURULE3: [chars]

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %PEM-3-ADDSTA: [chars]

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-3-ADDVPN2: [chars]

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-3-APPLYPOL: pemLogInWebAuthUser: Failed to apply RADIUS policy.

**Explanation**  The AAA override is not enabled or there is an incorrect configuration of the WLAN.

**Recommended Action**  Check the WLAN configuration.

**Error Message**  %PEM-3-BADWLANID1: Ignoring zero WLAN ID on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  An internal system error has occurred.

**Recommended Action**  No action is required.

**Error Message**  %PEM-3-BADWLANID2: PEM state [dec], APF state [dec], MM state [dec] for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  An internal system error has occurred.

**Recommended Action**  No action is required.
Chapter 19  PEM System Messages

19-9

Chapter 19  PEM System Messages

PEM Messages

Error Message  %PEM-3-CFGSAVE: Error on call to osapiFsWrite routine on config file [chars].

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PEM-3-DELIKE: [chars]

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PEM-3-DELMMVPN: [chars]

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PEM-3-DELMSRULE3: [chars]

Explanation  An internal system error has occurred.

Recommended Action  No action is required.
Error Message  %PEM-3-DELSTA: [chars]

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PEM-3-DELSTA2: [chars]

Explanation  The system has attempted to delete a client that does not exist. The client might have already been deleted.

Recommended Action  No action is required.

Error Message  %PEM-3-DELVPN2: [chars]

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PEM-3-DOT1XINIT2: [chars]

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %PEM-3-GLOBALSTAT_GET_FAILED: Unable to get the web-customizations global status for WLAN ID [dec].

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PEM-3-IMPORTSA: [chars]

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PEM-3-INVRULE: [chars]

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PEM-3-MSGQ: pemSysInit: couldn’t create PEM message queue.

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-3-NOOVERRIDE: Failed to apply RADIUS over-ride policy for station [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation**  An AAA override is disabled or the WLAN is incorrectly configured.

**Recommended Action**  Check your WLAN configuration.

**Error Message**  %PEM-3-PLUMB: [chars]

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-3-PORTCHANGE: simMsPortChange Error in queuing pem message

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-3-REDIRRULE: [chars]

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %PEM-3-TXXID: pemSend802_2XIDFrame: Out of system buffers.

**Explanation** The system ran out of memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message** %PEM-3-TXXID2: pemPortChangeHandler: Could not send XID frame

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message** %PEM-3-TXXID3: pemDispatchPortChange: Could not update NPU

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message** %PEM-3-TXXID4: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %PEM-3-UNKNOWNMSG: PEMRECV: Received unsupported message type [dec].

Explanation An internal system error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PEM-3-WEBEVENT: Bad return from ProcessWebEvent.

Explanation An internal system error has occurred.

Recommended Action No action is required.

Error Message %PEM-4-ADVPN4: [chars]

Explanation An internal system error has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %PEM-4-CHANGENACSTATE: Client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] not found while changing NAC state

Explanation Changing the NAC state for a client has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %PEM-4-DELVPN3: [chars]

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PEM-4-NORCV: PEMRECV: MessageReceive() failed.

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PEM-4-TXIAPPTBL: Unable to send IAPP AssocTableReq for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal system error has occurred.

**Recommended Action** No action is required.

**Error Message** %PEM-6-GUESTIN: Guest user logged in with user account ([chars]) MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP address [int].[int].[int].[int].

**Explanation** A guest user has logged in.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %PEM-6-GUESTOUT: Guest user logged out with user account ([chars]) MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP address [int].[int].[int].[int].

**Explanation**  A guest user has logged out.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %PEM-6-QVLAN_INTF_REMAP: Remapping interface ID for STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from [int] to [int] ([chars]).

**Explanation**  STAs that are mapped to a quarantine VLAN might need remapping to the correct interface during the quarantine phase.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
PKTDEBUG PMALLOC POE and POLICY System Messages

This chapter contains the following topics:

- PKTDEBUG Messages, page 20-1
- PMALLOC Messages, page 20-3
- POE Messages, page 20-6
- POLICY Messages, page 20-7

PKTDEBUG Messages

This section contains packet debugging (PKTDEBUG) messages.

Error Message  %PKTDEBUG-2-MSGTAG009: Failed to create PKTDEBUG socket rx task..

Explanation  The PKTDEBUG task has failed to start correctly.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PKTDEBUG-2-MSGTAG010: Unable to open PKTDEBUG socket

Explanation  The PKTDEBUG task has failed to start correctly.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PKTDEBUG-3-MSGTAG012: select from PKTDEBUG socket failed with error [dec]

**Explanation** The PKTDEBUG task is experiencing problems while processing packets.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PKTDEBUG-3-MSGTAG014: read from dtl PKTDEBUG socket failed.

**Explanation** The PKTDEBUG task is experiencing problems while processing packets.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PKTDEBUG-6-MSGTAG001: Starting packet log

**Explanation** The packet logging service has been enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 20     PKTDEBUG PMALLOC POE and POLICY System Messages

PMALLOC Messages

This section contains memory pool (PMALLOC) messages.

Error Message  %PMALLOC-0-ALLOC_POOL_FAILED: Out of memory! Unable to allocate a chunk for pool [dec]!

Explanation  The system is out of memory. The system is unable to allocate a chunk of memory for a pool.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 20      PKTDEBUG PMALLOC POE and POLICY System Messages

PMALLOC Messages

Error Message  %PMALLOC-0-INVALID_POOL_INFO: Invalid poolinfo. Last entry in the poolinfo must be zero.

Explanation  The system has detected an invalid poolinfo. The last entry in the poolinfo must be zero.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.


Explanation  The system is unable to allocate a specific number of bytes.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PMALLOC-0-MEM_THRESHOLD_REACHED: Memory threshold reached. Not allocating memory.

Explanation  The memory threshold has been reached. The system is unable to allocate memory.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PMALLOC-3-MEM_MONITOR_ERROR: Memory error detected by monitor.

Explanation  A memory error has been detected by the monitor.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%PMALLOC-3-MEM_MONITOR_GET_CFG: Error! Cannot get memory monitor config.

**Explanation**  
The system cannot get the memory monitor configuration.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%PMALLOC-3-MEM_MONITOR_LOAD_CFG: Error! Cannot load memory monitor config.

**Explanation**  
The system cannot load the memory monitor configuration.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%PMALLOC-3-MEM_MONITOR_WRITE_CFG: Error! Cannot write memory monitor config.

**Explanation**  
The system cannot write the memory monitor configuration.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
POE Messages

This section contains Power over Ethernet (POE) messages.


Explanation  A failure has occurred when resetting the POE device. The system will try to reset it again. It is a fatal error if the POE device cannot be reset after a maximum number of retries.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %POE-3-PORT_RESYNC: poePortResync returned FAILURE.

Explanation  PoE port resynchronization has failed. There is an inconsistency in the internal data structures.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
POLICY Messages

This section contains policy (POLICY) messages.

Error Message  %POLICY-6-TRANSPORT_MODE_UPGRADE: Switch Transport Mode Upgraded to Layer 3 during Configuration

Explanation  The configuration was upgraded from Layer 2 to Layer 3 transport mode. Layer 2 is no longer supported. The possible reason for this change is an image upgrade from software release 4.2.x.x.

Recommended Action  No action is required.
POWER PPTP and RBCP System Messages

This chapter contains the following topics:

- POWER Messages, page 21-1
- PPTP Messages, page 21-2
- RBCP Messages, page 21-4

POWER Messages

This section contains power (POWER) messages.

**Error Message** %POWER-3-FAN_FAIL: [chars]

**Explanation** The specified fan is not functioning properly and has failed.

**Recommended Action** No action is required.

**Error Message** %POWER-3-PS_FAIL: [chars]

**Explanation** The specified power supply has failed.

**Recommended Action** No action is required.

**Error Message** %POWER-6-FAN_OK: [chars]

**Explanation** The specified fan is functioning normally and is OK.

**Recommended Action** No action is required.

**Error Message** %POWER-6-PS_DETECT: [chars]

**Explanation** This message indicates whether the power supply is present or not.

**Recommended Action** No action is required.
Chapter 21      POWER PPTP and RBCP System Messages

PPTP Messages

This section contains Point-to-Point Tunneling Protocol (PPTP) messages.

Error Message  %POWER-6-PS_OK: [chars]

Explanation  The specified power supply is functioning OK.

Recommended Action  No action is required.

Error Message  %PPTP-1-CONFIG_SAVE_ERROR: Error on call to osapiFsWrite routine on config file [chars].

Explanation  PPTP configuration changes could not be saved.

Recommended Action  Try to reconfigure PPTP parameters and save.

Error Message  %PPTP-1-LOCAL_IP_NOT_FOUND: unable to determine our own local IP address - pptp will be disabled.

Explanation  The system is unable to determine the local IP address - PPTP will be disabled.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %PPTP-1-SOCKET_CONFIG_ERROR: unable to configure socket - pptp will be disabled...

Explanation  An internal system error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %PPTP-1-SOCKET_CONFIG_RETRIEVE_ERROR: unable to retrieve socket configuration - pptp will be disabled...

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PPTP-1-SOCKET_OPEN_ERROR: Unable to open listener socket - pptp will be disabled...

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PPTP-1-SOCKET_SELECT_ERROR: select failed for no apparent reason - pptp will be disabled...

**Explanation** An internal system error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PPTP-2-TASK_CREATE_ERROR: Failed to create pptp main task..

**Explanation** The PPTP task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PPTP-2-TASK_INIT_ERROR1: Unable to open listener socket.

**Explanation** The PPTP task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PPTP-2-TASK_INIT_ERROR2: Unable to bind listener socket.

**Explanation** The PPTP task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %PPTP-2-TASK_INIT_ERROR3: Unable to listen on listener socket.

**Explanation** The PPTP task has failed to start correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**RBCP Messages**

This section contains Router Blade Control Protocol (RBCP) messages.
Error Message %RBCP-0-MSGQ_CREAT_FAILED: Failed to create RBCP osapi Queue.

Explanation  The system has failed to create the RBCP OSAPI queue.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %RBCP-0-PORT_NOT_UP: Port 1 not up. Cant plumb Code version.

Explanation  Port 1 is not up. The system cannot plumb the code version.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.


Explanation  The driver API has failed. The system cannot plumb the code version.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %RBCP-0-RBCP_RECVQ_NULL: No RBCP Receive Queue available. Unable to receive RBCP messages

Explanation  No RBCP receive queue is available. The system is unable to receive RBCP messages.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %RBCP-0-RBCP_REGISTRATION_FAILED: RBCP registration failed. Return Code=[dec].

**Explanation**  RBCP registration has failed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %RBCP-0-TASK_CREAT_FAILED: Failed to create RBCP receive task.

**Explanation**  The system has failed to create an RBCP receive task.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %RBCP-3-PDU_TRANSMIT_FAILED: Failed to transmit the RBCP register. Return code=[dec].

**Explanation**  The system has failed to transmit the RBCP register.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %RBCP-3-RBCP_TX_FAILED: Failed to generate a RBCP platform response. Return code=[dec].

**Explanation**  The system has failed to generate an RBCP platform response.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
RF RFID RMGR RRM and SIM System Messages

This chapter contains the following topics:

- RF Messages, page 22-1
- RFID Messages, page 22-2
- RMGR Messages, page 22-6
- RRM Messages, page 22-10
- SIM Messages, page 22-15

RF Messages

This section contains radio frequency identification (RFID) messages.

Error Message  %RF-3-NOTIF_TID: Notification timer extended for the wrong client, cur-client=[dec], req-client=[dec]

Explanation  The current RF client has attempted to extend the RF notification timer using a client ID other than its own. This is an internal software error. The message text on the console or in the system log contains the error details, such as the current client ID number and the requested client ID number.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
This section contains radio frequency identification (RFID) messages.

Error Message  %RFID-3-BAD_RSSI_EXPIRY: Illegal rfid expiry value [int]-- defaulting.

Explanation  Illegal RFID expiry value.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %RFID-3-BAD_TIMEOUT: Illegal rfid timeout value [int]-- defaulting.

Explanation   Illegal RFID timeout value.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %RFID-3-BLUESOFT_FAIL: Unable to register for bluesoft tag data - error [dec]

Explanation   The system is unable to register for the bluesoft tag data.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %RFID-3-CISCO_FAIL: Unable to register for Cisco tag data - error [dec]

Explanation   The system is unable to register for the Cisco tag data.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %RFID-3-CONFIG_WRITE_FAIL: Unable to write rfid configuration file.

**Explanation** The system is unable to write the RFID configuration file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %RFID-3-CREATE_DB_FAIL: Unable to create rfid database

**Explanation** The system is unable to create the RFID database.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %RFID-3-CREATE_Q_FAIL: Unable to create rfid interface

**Explanation** The system is unable to create the RFID internal queue interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %RFID-3-DEL_FAIL: Error! Can not delete entry from rfid Table

**Explanation** The system cannot delete an entry from the RFID table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %RFID-3-DUP_ENTRY: Duplicate entry found on rfid tree.

**Explanation** A duplicate entry has been found on the RFID tree.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %RFID-3-NO_CFG_FILE: Error retrieving file [chars].

**Explanation** An error has occurred when retrieving the file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %RFID-3-NO_LOAD_CFG: Unable to load rfid configuration

**Explanation** The system is unable to load the RFID configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %RFID-3-NOTIFICATION_TIMER_NOT_CREATED: [chars] Could not create Rfid-LoCP Notification timer...

**Explanation** The system could not create the RFID-LOCP Notification timer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %RFID-3-TCB_FAIL: rfid rx task did not receive a task control block --exiting

**Explanation**  The RFID rx task did not receive a task control block. The system is exiting.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %RFID-3-TIMER_FAIL: unable to create rfid task timer

**Explanation**  The system is unable to create the RFID task timer.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**RMGR Messages**

This section contains the RMGR messages.

**Error Message**  %RMGR-0-CRITICAL_OP_FAILED: [chars] critical operation failed. System will be rebooted

**Explanation**  An internal system error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 22  RF RFID RMGR RRM and SIM System Messages

Error Message  %RMGR-0-ERROR_TASK_EXITED: [chars] task did not receive a task control
block --exiting

Explanation  An internal system error has occurred.

Recommended Action  The RMGR services failed to start correctly. Copy the message exactly as it
appears on the console or in the system log. Research and attempt to resolve the issue using the tools
and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages,
these tools and utilities will supply clarifying information. Search for resolved software issues using
the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open
a case with the Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %RMGR-0-ERROR_TEST: [chars] $$$$$$$ See if we can see this--exiting

Explanation  An internal system error has occurred.

Recommended Action  This is a UT test. Copy the message exactly as it appears on the console or in
the system log. Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %RMGR-0-RSRC_CREATION_FAILED: [chars] critical resource could not be
created. System will be rebooted

Explanation  An internal system error has occurred.

Recommended Action  The RMGR critical resource creation failed. If this message recurs, copy the
message exactly as it appears on the console or in the system log. Research and attempt to resolve
the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %RMGR-3-INVALID_PING_RESPONSE: Ping response from
[int].[int].[int].[int] is invalid. [chars].

Explanation  The ping response is invalid.

Recommended Action  This is a debug message only. No action is required.
Chapter 22  RF RFID RMRR and SIM System Messages

RMGR Messages

Error Message  %RMGR-3-PING_OPER_FAILED: Unable to start ICMP ping to host [chars].

Explanation  The system is unable to start an ICMP ping to the host.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %RMGR-3-RED_API_RET_ERROR: The API [chars] returns error in [chars]

Explanation  The API returns the specified error.

Recommended Action  This is a debug message only. No action is required.

Error Message  %RMGR-3-RED_BAD_FUNC_ARGS: [chars]: The function argument(s) is bad

Explanation  The function argument is bad.

Recommended Action  This is a debug message only. No action is required.

Error Message  %RMGR-3-RED_BAD_PARAMS: [chars]: The parameter(s) is bad or not initialized yet

Explanation  The parameter is bad or is not initialized yet.

Recommended Action  This is a debug message only. No action is required.

Error Message  %RMGR-3-RED_FSM_UNUSUAL_CONDITION: [chars]: [chars]

Explanation  The FSM has an important unusual condition (may not be an error).

Recommended Action  This is a debug message only. No action is required.

Error Message  %RMGR-3-RED_HEARTBEAT_LOST: [char] [char]: keep-alive loss count [dec]
Received GW ping count [dec] phyMgr ping count [dec].

Explanation  Redundancy heartbeat is lost.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %RMGR-3-RED_HEALTH_RPT: [chars]: The bitmap [hex] reported from [chars]

**Explanation** This is a health state report.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** %RMGR-3-RED_HEARTBEAT_TMOUT: [chars]: Recvd GW ping count [dec] phyMgr ping count [dec].

**Explanation** The redundancy heartbeat is a timeout.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** %RMGR-3-RED_INCONSISTENT_VALUES: [chars]: The value [hex] and [hex] are not consistent

**Explanation** The values are not consistent.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** %RMGR-3-RED_ROLE_NOTIF_TMOUT: [chars]: [chars]

**Explanation** The role notification is timing out without getting an ACK.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** %RMGR-3-RED_SM_EXECUTION_ERROR: The state machine state [dec] event [dec]

**Explanation** This is a state machine error execution.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** %RMGR-3-RED_SWITCH_CASE_NOT_HANDLED: [chars]: The switch case [hex] not handled

**Explanation** The switch case is not handled.

**Recommended Action** This is a debug message only. No action is required.
Error Message %RMGR-3-SOCK_OPER_FAILED: The [chars] operation has failed on the socket descriptor [chars]. Errorcode:[dec]

Explanation An operation has failed on a socket descriptor.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %RMGR-6-RED_MOD_NAME: The configured redundancy mode is [chars]

Explanation The configured redundancy mode can be read OK.

Recommended Action No action is required.

Error Message %RMGR-6-RED_SM_EXECUTION: The state machine state [chars] event [chars]

Explanation This is a state machine normal execution.

Recommended Action No action is required.

Error Message %RMGR-0-CRITICAL_OP_FAILED: %s critical operation failed. System will be rebooted

Explanation The system encountered a critical error due to which the system will be rebooted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

RRM Messages

This section contains Radio Resource Management (RRM) messages.
Error Message  %RRM-0-FAILEDTIMERCREATE: RRM failed to create timer

Explanation  The system failed to create a timer.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %RRM-3-AP_DB_ERR1: Unable to find AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] entry in the database, could not process [chars]

Explanation  The operation being performed for the AP failed because the internal entry for the AP was not found. It is possible that the AP has been removed from the controller.

Recommended Action  Use the show ap summary command to determine if the AP is still joined to the controller. If it is not, the message may be ignored. If it is still joined, restart the AP to ensure that it has the latest configuration and contact technical assistance if the problem recurs.

Error Message  %RRM-3-AP_DB_ERR2: Invalid slot number [dec] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] could not process [chars]

Explanation  The AP has included the wrong slot number.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %RRM-3-FAILEDCOVERAGEPROFILE: [chars]: Coverage profile violation on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]:[dec]

Explanation  A coverage profile violation has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 22 RF RFID RMGR RRM and SIM System Messages

RRM Messages

Error Message %RRM-3-FAILEDINTPROFILE: [chars]: Interference profile violation on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

Explanation An interference profile violation has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %RRM-3-FAILEDLOADPROFILE: [chars]: Load profile violation on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

Explanation A load profile violation has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %RRM-3-FAILEDNOISEPROFILE: [chars]: Noise profile violation on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

Explanation A noise profile violation has occurred.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %RRM-3-FAILEDRMCLIDB_ADD: Adding to CCX RM Client Database failed for [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation Adding to the CCX RM client database 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  %RRM-3-INVALIDRFDOMAINNAME: [chars]: Could not read valid RF domain name

Explanation  The system has detected an invalid RF domain name.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %RRM-3-MSGTAG021: [chars]: Unable to queue enhanced coverage data from AP [chars] on [chars]

Explanation  [chars]: The system is unable to queue enhanced coverage data from the AP [chars] on [chars].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %RRM-3-REACHEDMAXCLIENTS: Reached max Rm clients. dropping[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system has reached the maximum number of RM clients.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 22      RF RFID RM GR RRM and SIM System Messages

RRM Messages

Error Message  %RRM-3-RRM_LOGMSG: RRM LOG: [chars]

Explanation  RRM LOG.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %RRM-6-GETRFDOMAINNAME: [chars]: Read RF domain name as [chars]

Explanation  The system is reading the RF domain name.

Recommended Action  This is a debug message only. No action is required.

Error Message  %RRM-6-PASSEDCOVERAGEPROFILE: [chars]: Coverage profile recovery on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

Explanation  A coverage profile is in recovery.

Recommended Action  This is a debug message only. No action is required.

Error Message  %RRM-6-PASSEDINTPROFILE: [chars]: Interference profile recovery on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

Explanation  An interference profile is in recovery.

Recommended Action  This is a debug message only. No action is required.

Error Message  %RRM-6-PASSEDLOADPROFILE: [chars]: Load profile recovery on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

Explanation  A load profile is in recovery.

Recommended Action  This is a debug message only. No action is required.

Error Message  %RRM-6-PASSEDNOISEPROFILE: [chars]: Noise profile recovery on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

Explanation  A noise profile is in recovery.

Recommended Action  This is a debug message only. No action is required.
Chapter 22       RF RFID RMGR RRM and SIM System Messages

SIM Messages

This section contains subscriber identity module (SIM) messages.

Error Message %SIM-7-ADDR_CHANGE_DTL: Address changed to DTL successfully. [int].[int].[int].[int] ==> [int].[int].[int].[int] (rc [dec])

Explanation   The address has changed to DTL successfully.

Recommended Action  No action is required.
Error Message  %SIM-3-ADDR_INFO_FAIL: Unable to retrieve client Ip info. Ip Addr: [int].[int].[int].[int]

Explanation  The system is unable to retrieve the client IP information.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-4-ADD_VLAN_NPU_FAIL: Failed to add/remove/update vlan information into NPU.vlan [int], intf [int]

Explanation  The system has failed to add/remove/update VLAN information into the NPU.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-APMGR_CONF_FAIL: Failed to configure AP-Manager. Cannot configure AP-Manager When LinkAggregation is enabled

Explanation  The system has failed to configure the AP Manager. It cannot configure the AP Manager when Link Aggregation is enabled.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-APPLY_CONFIG_FAIL: Unable to apply SIM Configuration data

Explanation  The system is unable to apply the SIM configuration data.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-ARP_SND_FAIL: Unable to send ARP Request. Local MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. Ip Addr: [int].[int].[int].[int].Interface # [dec]. Vlan Id: [dec]

**Explanation**  The system is unable to send an ARP request.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-CREATE_AP_INTERFACE_FAIL: Unable to create AP manager interface

**Explanation**  The system is unable to create an AP manager interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-CREATE_INTF_FAIL: Unable to create the [chars] interface

**Explanation**  The system is unable to create an interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 22  RF RFID RMGR RRM and SIM System Messages

SIM Messages

**Error Message**  %SIM-0-CREATE_TASK_FAIL: Failed to Create Transfer Task. The cli, web or snmp may not be initialized

**Explanation**  The system has failed to create a transfer task. The CLI, web, or SNMP may not be initialized.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-CREATE_VLAN_FAIL: Unable to create VLAN Interface [chars]

**Explanation**  The system is unable to create a VLAN interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  SIM-0-DEFAULT_BAUD_RATE: Unable to read baudrate from configuration file..Setting to default:9600 baud.

**Explanation**  The system is unable to read the baud rate from the configuration file. The system is resetting to the default of 9600 baud.

**Recommended Action**  No action is required.

**Error Message**  %SIM-3-DEL_INTF_APGRPLOMAP_FAIL: AP Group vlan is mapped to this Interface.

**Explanation**  An AP group VLAN is mapped to this interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 22      RF RFID RMGR RRM and SIM System Messages

SIM Messages

Error Message  %SIM-3-DEL_INTF_FAIL: Unable to delete interface [chars] from AVL Tree. Internal System Error

Explanation  The system is unable to delete an interface from the AVL tree.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-DEL_INTF_WLANMAP_FAIL: A Wireless LAN is assigned to this Interface.

Explanation  A wireless LAN is assigned to this interface.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-DHCP_CONF_FAIL: Unable to set service port protocol. DHCP server failed to be configured

Explanation  The system is unable to set the service port protocol. The DHCP server has failed to be configured.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-DS_CONF_FAIL: Failed to configure the Distribution system Interface. Old Port: [dec]. New Port: [dec]

Explanation  The system has failed to configure the distribution system interface.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %SIM-3-DS_DEL_FAIL: Failed to delete the distribution system interface [chars]. Port # [dec]

Explanation  The system has failed to delete a distribution system interface.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-ENTRY_CREATE_FAIL: Failed to create a Qos profile. Profile Name: [chars]

Explanation  The system has failed to create a QoS profile.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-FILE_OPEN_FAIL: Unable to open file <[chars]>: [dec]:[chars].

Explanation  The system is unable to open a file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Chapter 22      RF RFID RMGR RRM and SIM System Messages**

**SIM Messages**

**Error Message**  
%SIM-3-FILE_READ_FAIL: Failed to read config file [chars].

**Explanation**  
The system has failed to read the configuration file.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SIM-3-FILE_WRITE_FAIL: Failed to Write to config file [chars].

**Explanation**  
The system has failed to write to the configuration file.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SIM-3-FLASH_READ_FAIL: Error loading '{chars}' file from flash

**Explanation**  
An error occurred when loading the file from the flash.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SIM-7-GUEST_VLAN_ENABLE_FAIL: Guest VLAN enable failed since either IP or DHCP configuration could not be cleared for interface [chars].

**Explanation**  
The enabling of the guest VLAN functionality failed because either the IP or the DHCP configuration could not be cleared for the interface.

**Recommended Action**  
No action is required.
**Error Message**  %SIM-3-INTF_DTL_FAIL: Failed to set the Interface in the device transformation layer. Interface Name: [chars] Failed to resolve Gateway MAC

**Explanation**  The system has failed to set the interface in the device transformation layer. It failed to resolve the Gateway MAC.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-6-INTF_FIND_FAIL: Could not find interface [chars].

**Explanation**  The system could not find an interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-INTFGET_GIG_ETH_FAIL: Failed to get the Interface number of the Gigabit Ethernet Port

**Explanation**  The system has failed to get the interface number of the Gigabit Ethernet port.

**Recommended Action**  No action is required.

**Error Message**  %SIM-6-INTF_IN_USE: WLANs enabled for the interface. Disable all WLANs to configure port. Interface Name: [chars]

**Explanation**  WLANs have been enabled for the interface.

**Recommended Action**  Disable all WLANs to configure port.

**Error Message**  %SIM-3-INTF_PORTSET_FAIL: Failed to set the port number to [dec] for the interface name ‘[chars]’

**Explanation**  The system has failed to set the port number for the interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message %SIM-3-INVALID_BAUD_RATE: Invalid baudrate [dec]. Setting to default: 9600 baud.

Explanation The system has detected an invalid baud rate. Possible values are 1200, 2400, 4800, 9600, 19200, 38400, 57600, and 115200. The system is setting to the default value of 9600 baud.

Recommended Action No action is required.

Error Message %SIM-3-INVALID_INTF: Cannot set the specified interface number

Explanation The system cannot set the specified interface number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-3-INVALID_PORT: Using invalid port number. Port out of range. Port # [int]

Explanation The system is using an invalid port number. The port is out of range.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-3-INVALID_PORT_NUM: Invalid Port # [dec]

Explanation The system has detected an invalid port number.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-INVALID_VLANID: Using invalid VLAN ID. Vlan Id out of range. Vlan # [int]

**Explanation**  The system is using an invalid VLAN ID. The VLAN ID is out of range.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-6-LAG_ALREADY_CONF: Link Aggregation is already set to the same Configuration.

**Explanation**  LAG is already set to the same configuration.

**Recommended Action**  No action is required.

**Error Message**  %SIM-3-LAG_DSBL_PORT_ENBL: LAG disabled but Primary Port enabled

**Explanation**  LAG has been disabled but the primary port has been enabled.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-LAG_ENBL_PORT_DSBL: LAG enabled but Primary Port disabled

**Explanation**  LAG has been enabled but the primary port has been disabled.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %SIM-3-LAG_INIT_FAIL: Failed to initialize link aggregation. Error Code: [int]

Explanation The system has failed to initialize link aggregation.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-7-LAG_INTF_CREATED: LAG Interface (port [int]) created...

Explanation A LAG interface has been created.

Recommended Action No action is required.

Error Message %SIM-6-LAG_INTF_DEL: Link Aggregation Enabled. Dynamic Interface ‘[chars]’ deleted

Explanation LAG has been enabled. All dynamic interfaces have been deleted.

Recommended Action No action is required.

Error Message %SIM-3-LAG_INTF_DEL_FAIL: Failed to delete interface ‘[chars]’

Explanation The system has failed to delete a dynamic interface while enabling LAG.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-3-LAG_INTF_TO_PORT_MAP: Failed to map LAG interfaces to LAG ports. Error Code [int]

Explanation The system has failed to map LAG interfaces to LAG ports. LAG has malfunctioned.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 22      RF RFID RMGR RRM and SIM System Messages

SIM Messages

Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-4-LAG_IN_TRANSITION: LAG in transition. switch reboot DUE..!!!

Explanation  LAG is in transition. A switch reboot is due.

Recommended Action  No action is required.

Error Message  %SIM-3-LAG_PORTADD_FAIL: Failed to add port for LAG. Error code [int]. Port # [int]

Explanation  The system has failed to add a physical port to LAG.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-LAG_PORT_CHANGE_FAIL: Failed to change the Link Aggregation port status. Port # [dec]

Explanation  The system has failed to change the LAG port status.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-6-LAG_WLAN_DISABLED: Link Aggregation Enabled. WLAN [int] disabled and set to interface [chars]

Explanation  LAG has been enabled. The WLAN has been disabled and remapped.

Recommended Action  No action is required.
Chapter 22  RF RFID RMGR RRM and SIM System Messages

SIM Messages

Error Message  %SIM-3-LVL7_TO_BAUD_FAIL: Invalid baud value [dec], returning baudrate of 9600.

Explanation  An invalid baud value has returned a baud rate of 9600.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-MACADDR_GET_FAIL: Interface [dec] source MAC address is not found.

Explanation  An interface source MAC address has not been found.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-MACADDR_READ_FAIL: Failed to retrieve MAC Address from registry

Explanation  The system has failed to retrieve a MAC address.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-MAXLEN_DESC_FAIL: Failed to read/write the profile description. Profile Too Big. Profile Name:[chars]

Explanation  The system has failed to read/write the profile description. The profile is too big.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-MEM_ALLOC_FAIL: Interface File migration failed - OUT OF MEMORY!!!.

**Explanation**  An interface file migration has failed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-MIG_OLD_CFG: Interface File migration failed - OUT OF DATED CFG !!!.

**Explanation**  An interface file migration has failed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-MLTP_UNTG_INTF: Multiple untagged interfaces on same port not allowed

**Explanation**  Multiple untagged interfaces on the same port are not allowed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SIM-3-NPU_IPADD_FAIL: Failed to add the Ip Address of a client in the NPU. IP: [int].[int].[int].[int].MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system has failed to add the IP address of a client in the NPU.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-4-NPU_IPDEL_FAIL: Failed to delete the Ip Address of a client from the NPU. IP: [int].[int].[int].[int]MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  The system has failed to delete the IP address of a client from the NPU.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-7-PHASE2_LAG_INIT: Phase2 of LAG Initialization...

Explanation  Phase 2 of LAG initialization has begun.

Recommended Action  No action is required.

Error Message  %SIM-7-PHASE2_LAG_INIT_DONE: Phase2 of LAG Initialization...done.

Explanation  Phase 2 of LAG initialization is completed.

Recommended Action  No action is required.

Error Message  %SIM-7-PORT_CHANGED: interface ‘[chars]’ port changed to 1

Explanation  The interface port has changed to 1.

Recommended Action  No action is required.
**SIM Messages**

**Error Message** %SIM-7-PORT_DEL_START: Starting Port delete from NPU. vlan=[dec], intf ID=[dec]

**Explanation** The system is starting a port delete from the NPU.

**Recommended Action** No action is required.

**Error Message** %SIM-3-PORT_DOWN: Physical port [dec] is down!

**Explanation** A physical port is down.

**Recommended Action** No action is required.

**Error Message** %SIM-6-PORT_FAIL: Port [[dec]] Out of Range for LAG. Valid Range is [dec] - [dec]

**Explanation** The requested port is out of range for LAG.

**Recommended Action** No action is required.

**Error Message** %SIM-3-PORT_GETSTATE_FAIL: Unable to get link state for port [dec] of interface[chars].

**Explanation** The system is unable to get the link state for a port.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SIM-7-PORT_NPU_ADD_START: Starting Port Add To NPU. vlan=[dec], port=[dec], portBitMap=[hex]

**Explanation** The system is starting a port add to NPU.

**Recommended Action** No action is required.

**Error Message** %SIM-3-PORT_UP: Physical port [dec] is up!

**Explanation** The physical port is up.

**Recommended Action** No action is required.
**Error Message** %SIM-7-PORT_UPDATE_START: Vlan Port Update Start. oldPort:[dec] newPort:[dec] oldVlan:[dec] newVlan:[dec] vlanName:[chars]

**Explanation** A VLAN port update has started.

**Recommended Action** No action is required.

**Error Message** %SIM-7-PORT_ZERO: Using invalid port number. Port out of range. Port # [int]

**Explanation** The system is using an invalid port number. The port is out of range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SIM-3-QOS_ACIMAP_FAIL: Unable to set [chars] Adjacent Channel Interference (ACI) map

**Explanation** The system is unable to set the profile Adjacent Channel Interference (ACI) map.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SIM-3-QOS_ACM_DOT1A_FAIL: Unable to set [chars] Admission Control (ACM)

**Explanation** The system is unable to set Admission Control (ACM).

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SIM-3-QOS_ACM_DOT1BG_FAIL: Unable to set [chars] Admission Control (ACM)

Explanation  The system is unable to set Admission Control (ACM).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-QOS_AIFS_FAIL: Unable to set [chars] Arbitration Interframe Space (AIFS)

Explanation  The system is unable to set the Arbitration Interframe Space (AIFS).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-QOS_AVGBW_FAIL: Unable to set [chars] Profile Real-Time and Data Bandwidth Contract (Average)

Explanation  The system is unable to set the profile real-time and data bandwidth contract (average).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-QOS_BURSTBW_FAIL: Unable to set [chars] Real-Time or Data Bandwidth Contract (Burst)

Explanation  The system is unable to set the real-time or data bandwidth contract (burst).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Error Message  %SIM-3-QOS_CREATEPROFILE: Unable to create [chars] QOS Profile

Explanation  The system is unable to create a QoS profile.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-QOS_CWMAX_FAIL: Unable to set [chars] Maximum Contention Window (CwMax)

Explanation  The system is unable to set the Maximum Contention Window (CwMax).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-QOS_CWMIN_FAIL: Unable to set [chars] Minimum Contention Window (CwMin)

Explanation  The system is unable to set the Minimum Contention Window (CwMin).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %SIM-3-QOS_DOT1P_FAIL: Unable to set [chars] 802.1P Tag

**Explanation**  The system is unable to set a 802.1P tag.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-QOS_DSCP_FAIL: Unable to set [chars] Differentiated Service Code Point (DSCP)

**Explanation**  The system is unable to set a Differentiated Service Code Point (DSCP).

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-QOS_INIT_FAIL: Error! Couldn’t load qos configuration at initialization

**Explanation**  The system could not load the QoS configuration at initialization.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-6-QOS_NAME_INVALID: Qos Profile Name Invalid. Profile Name Too Long or No Profile Name Given

**Explanation**  The QoS profile name is invalid. The profile name is too long or no profile name is given.

**Recommended Action**  No action is required.
Error Message %SIM-3-QOS_PROFILE_DESC_SET: Unable to set [chars] QOS Profile Description

Explanation The system is unable to set a QoS profile description.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-3-QOS_QUEUE_DEPTH_FAIL: Unable to set [chars] Queue Depth

Explanation The system is unable to set the queue depth.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-3-QOS_RF_USAGE_FAIL: Unable to set [chars] RF Usage

Explanation The system is unable to set RF usage.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-6-QOS_SAME_PROFILE: QOS Profile Name [chars] already set. Cannot apply the same profile.

Explanation A QoS profile has already been set. The system cannot apply the same profile.

Recommended Action No action is required.
Error Message %SIM-3-QOS_TXOP_FAIL: Unable to set [chars] Transmission Opportunity (Txop)

Explanation The system is unable to set the Transmission Opportunity (Txop).

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-3-QOS_WIRED_PROTOCOL_FAIL: Unable to set [chars] Wired Protocol

Explanation The system is unable to set the Wired protocol.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-3-QVLAN_CREATE_FAILED: Attempt to create a new quarantine VLAN [chars] failed.

Explanation When a quarantine VLAN is assigned to an interface, the system internally creates an interface .sys.quarantine-<port.

Recommended Action No action is required.

Error Message %SIM-3-QVLAN_DEL_FAILED: Attempt to delete existing quarantine VLAN [chars] failed.

Explanation When the quarantine VLAN is changed on an interface, the system attempts to delete the old quarantine VLAN. This delete operation has failed.

Recommended Action No action is required.

Error Message %SIM-3-QVLAN_EXISTS: Attempt to assign quarantine VLAN [int] to interface [chars] failed. VLAN [int] already exists as interface [chars].

Explanation The quarantine VLAN must not be assigned to any other port/VLAN combination.

Recommended Action No action is required.
**Error Message**  
%SIM-3-QVLAN_FIND2_FAILED: Unable to find quarantine vlan [int] in the interface db.

**Explanation**  
When a quarantine VLAN is assigned to an interface, the system internally creates an interface .sys.quarantine-<port.

**Recommended Action**  
No action is required.

**Error Message**  
%SIM-3-QVLAN_FIND_FAILED: Unable to find quarantine interface [chars] in the interface db.

**Explanation**  
When a quarantine VLAN is assigned to an interface, the system internally creates an interface.

**Recommended Action**  
No action is required.

**Error Message**  
%SIM-3-QVLAN_PORT_SET_FAILED: Attempt to set port number [int] for the quarantine VLAN [chars] failed.

**Explanation**  
When a quarantine VLAN is assigned to an interface, the system internally creates an interface .sys.quarantine-<port.

**Recommended Action**  
No action is required.

**Error Message**  
%SIM-3-QVLAN_RECURSIVE: Quarantine VLAN cannot be configured on quarantine interface [chars].

**Explanation**  
This interface was automatically created by the system. Only a limited configuration is supported on this interface.

**Recommended Action**  
No action is required.

**Error Message**  
%SIM-3-QVLAN_STATUS_DOWN: Quarantine VLAN for interface [chars] cannot be set because the interface is not fully configured.

**Explanation**  
Before the quarantine VLAN is configured on an interface, that interface must have its port and address information fully configured.

**Recommended Action**  
No action is required.

**Error Message**  
%SIM-3-ROUTE_ADD_FAIL: Failed to apply route configuration data;Route add failed.IP Address: [int].[int].[int].[int]

**Explanation**  
The system has failed to apply route configuration data.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-ROUTE_DEL_FAIL: Could not delete the route for the network [int].[int].[int].[int]

**Explanation**  The system could not delete the route for a network.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-SET_APMGR_ADDR_FAIL: Unable to set AP manager address. Subnet:[int].[int].[int].[int] Gateway:[int].[int].[int].[int]

**Explanation**  The system is unable to set the AP manager address.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-3-SET_APMGR_PORT_FAIL: Unable to set AP Manager interface port. Port #: [dec]

**Explanation**  The system is unable to set the AP manager interface port.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %SIM-3-SET_INTF_ADDR_FAIL: Unable to set service port interface address. Ip Address: [int].[int].[int].[int].Gateway: [int].[int].[int].[int]

**Explanation** The system is unable to set the service port interface address.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SIM-0-SET_INTF_AP_MGR_FAIL: Unable to set ap manager flag on the %s interface.

**Explanation** The system is unable to set the AP manager flag on an interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SIM-6-SET_P2P_BLOCK: Peer-to-Peer blocking check in forwarding path transitioned from [chars] to [chars].

**Explanation** A peer to peer blocking check was enabled/disabled.

**Recommended Action** No action is required.

**Error Message** %SIM-3-SET_VAP_INTF_FAIL: Unable to configure a Virtual Access Point Interface. Vap Id: [int]

**Explanation** The system is unable to configure a virtual access point (VAP) interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %SIM-3-SET_VLAN_ADDR_FAIL: Unable to set VLAN Interface Address. Ip Addr:[int].[int].[int].[int]. Gateway:[int].[int].[int].[int]

**Explanation**  The system is unable to set the VLAN interface address.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SIM-7-START_CREATE_INTF: Started create interface. InterfaceName:[chars], vlanId:[dec]

**Explanation**  The system has started to create an interface.

**Recommended Action**  No action is required.

**Error Message**  %SIM-7-START_DEL_INTF: Started delete interface. InterfaceName:[chars]

**Explanation**  The system has started to delete an interface.

**Recommended Action**  No action is required.

**Error Message**  %SIM-7-STARTED_PORT_VLAN_SET: Started port and vlan set. interface '[chars]' priPort = [dec] backupPort = [dec]

**Explanation**  The system has started to set a port and VLAN.

**Recommended Action**  No action is required.

**Error Message**  %SIM-7-STARTED_VLAN_SET: Started vlan set. intf name=[chars], vlanId:[dec], immediately:[dec]

**Explanation**  The system has started to set the VLAN.

**Recommended Action**  No action is required.

**Error Message**  %SIM-7-START_INTF_PORT_SET: Starting interface port set. interface '[chars]' priPort = [dec]

**Explanation**  The system has started to set the interface port.

**Recommended Action**  No action is required.
Error Message %SIM-4-STP_DISABLE_FAIL: Failed to disable the STP sub-system for the switch.

Explanation The system has failed to disable the STP subsystem for the switch.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-3-STP_PORT_MODE_FAIL: Failed to set the port mode to off for STP.

Explanation The system has failed to set the port to off for STP.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-0-TIMER_CREATE_FAIL: Failed to create down timer for port [int]

Explanation The system has failed to create a software timer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SIM-0-TIMER_START_FAIL: Failed to start a software timer.

Explanation The system has failed to start a software timer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  \%SIM-3-VLAN_ENTRY_FAIL: Failed to create VLAN interface [chars]

**Explanation**  The system has failed to create a VLAN interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  \%SIM-3-VLANID_NOT_CONF: A valid VLAN ID has to be configured first before the port set. Interface Name: [chars]

**Explanation**  A valid VLAN ID has to be configured first before the port can be set.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  \%SIM-3-VLAN_INIT_FAIL: Error! Couldn't load interface configuration at initialization

**Explanation**  The system could not load the interface configuration at initialization.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SIM-3-VLAN_INTFID_FAIL: Failed to assign Interface ID to Vlan - interface type: [dec].

Explanation  The system has failed to assign an interface ID to a VLAN.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-VLAN_SAME_INTERFACE: Vlan Interface name [chars] already set. Cannot create the same interface

Explanation  A VLAN Interface has already been set. The system cannot create the same interface.

Recommended Action  No action is required.

Error Message  %SIM-3-VLAN_SAME_TAG: Interfaces configured with same Vlan Tag, but on different port - Not SupportedPort # [dec], Primary Port # [dec], Vlan Id [dec]

Explanation  Interfaces are configured with the same VLAN tag, but are on different ports.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SIM-3-VLAN_UPDATE_FAIL: Failed to update the vlan port settings.Port # [int], vlan Id [int]

Explanation  The system has failed to update the VLAN port settings.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SIM-3-WLAN_DISABLE_FAIL: Failed to disable WLAN [int]

Explanation  The system has failed to disable a WLAN.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
SNMP SNMPUTIL and SNTP System Messages

This chapter contains the following topics:

- SNMP Messages
- SNMPUTIL Messages
- SNTP Messages
- Socket Messages

SNMP Messages

This section contains Simple Network Management Protocol (SNMP) messages.

Error Message  

%SNMP-0-SOCKET_OPER_FAILED: [chars] operation failed on a socket descriptor.

Explanation  
A socket failure has occurred.

Recommended Action  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  

%SNMP-3-AVL_CREATE_FAILED: initialiseDSForEventLogInSnmp : Failed to create avl tree

Explanation  
The system has failed to create the AVL tree for the event log.

Recommended Action  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the...
SNMP Messages

Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNMP-3-INIT_FAILED: Failure occurred during initialization. [chars].
Action: [chars].

Explanation  One or more failures have occurred during SNMP agent initialization.

Recommended Action  No action is required.

Error Message  %SNMP-3-INVALID_TX_INTF: Invalid transmit interface.

Explanation  The interface used for transmitting an SNMP response is invalid.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNMP-3-MSGTAG001: Timer could not be started

Explanation  The timer could not be started.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNMP-3-MSGTAG002: initialiseDSForEventLogInSnmp : Failed to create AVL tree

Explanation  The system has failed to create the AVL tree.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Error Message  %SNMP-3-MSGTAG003: initialiseDSForEventLogInSnmp : Failed to initialise timer

Explanation  The system has failed to initialize the timer.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNMP-3-MSGTAG005: Failed to get varbind for [chars], failed to send [chars] trap.

Recommended Action  The system has failed to get varbind for [chars], and failed to send a [chars] trap.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNMP-3-MSGTAG006: Failed to send [chars] trap.

Explanation  The system has failed to send a [chars] trap.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
SNMP Messages

Error Message  %SNMP-3-MSGTAG007: Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], failed to send [chars] trap.

Explanation  The system has failed to get [chars] for the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], and failed to send a [chars] trap.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNMP-3-PDU_PARSE_FAILED: Failed to parse an incoming SNMP PDU. [chars].

Explanation  The system has detected an error when parsing an incoming SNMP PDU.

Recommended Action  No action is required.

Error Message  %SNMP-4-MSGTAG004: Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], for [chars] trap.

Explanation  The system has failed to get [chars] for the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], and for [chars] the trap.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNMP-4-MSGTAG008: Failed to get [chars] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], API return code: [dec].

Explanation  The system has failed to get [chars] for the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], and an API return code: [dec].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
SNMPUTIL Messages

This section contains Simple Network Management Protocol utility (SNMPUTIL) messages.

Error Message  %SNMPUTIL-3-CONF_NOT_FOUND: Error retrieving the configuration file [chars].

Explanation  An error has occurred when retrieving the SNMP configuration from NVRAM.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

SNTP Messages

This section contains Simple Network Time Protocol (SNTP) messages.

Error Message  %SNTP-3-FATAL_ERROR_OCCURED: Fatal error: [chars].

Explanation  A fatal error has occurred.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNTP-3-FILE_WRITE_FAILED: Failed to write the file [chars] into NV Memory.

Explanation  The system has failed to write the file into the NV memory.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
SNTP Messages

Chapter 23  SNMP SNMPUTIL and SNTP System Messages

Error Message  %SNTP-3-LOAD_CONFIG_FAILED: Unable to load SNTP configuration

Explanation  The system is unable to load the SNTP configuration.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNTP-3-MSG_TYPE_UNKNOWN: The message type received ([dec]) is unknown.

Explanation  The message type received is unknown.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNTP-3-PKT_LEN_INVALID: The NTP packet received on the socket [dec] has invalid length [dec].

Explanation  The NTP packet received on a socket has an invalid length.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNTP-3-SOCK_OPT_FAILED: Failed to set the socket option [chars] on the socket.

Explanation  The system has failed to set the socket option on the socket.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SNTP-3-SWITCH_PORT_WRONG: The NTP packet received from wrong switchport, [dec]. Dropping

**Explanation**  The NTP packet has been received from the wrong switchport.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SNTP-4-ANOMALOUS_ERROR: Anomalously high error [float] > [float], but < [float].

**Explanation**  An anomalously high error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SNTP-4-HIGH_ERROR: Excessively high error [float] > [float] > [float].

**Explanation**  An excessively high error has occurred.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
### Error Message

**%SNTP-4-PKT_REJECTED:** [chars]. NTP packet rejected on socket [dec].

**Explanation**  
An NTP packet has been rejected on a socket.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

### Error Message

**%SNTP-4-RESET_ERROR:** [chars]

**Explanation**  
The system is resetting due to an error.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

### Error Message

**%SNTP-6-HOST_RESOLV_FAILED:** Failed to resolve the hostname:[chars].

**Explanation**  
The system has failed to resolve the hostname.

**Recommended Action**  
No action is required.

### Error Message

**%SNTP-7-NO_ACCEPTABLE_PKTS:** No acceptable packets received.

**Explanation**  
No acceptable packets have been received.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SNTP-7-RECV_TIME_OUT: Failed to receive data on the socket after \[dec\] seconds.

Explanation  The system has failed to receive data on the socket.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNTP-7-SELECT_FAILED: The select system call failed. Error code: \[dec\]

Explanation  The select system call has failed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SNTP-7-SET_HW_TIME: Setting hardware time to \[dec\] \[dec\] \[dec\] \[dec\]:\[dec\] \[dec\]:\[dec\]

Explanation  The system is setting the hardware time.

Recommended Action  No action is required.

Error Message  %SNTP-7-TOO_MANY_BAD_PKTS: Too many bad or lost packets.

Explanation  The system has detected too many bad or lost packets.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Socket Messages

This section contains the socket messages.
### Error Message
%SOCKET_TASK-1-SOCK_OPER_FAILED: Socket [chars] operation failed on [int]

**Explanation**
An internal error has caused a socket processing failure.

**Recommended Action**
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

### Error Message
%SOCKET_TASK-3-DATA_TOO_SHORT: Received only [int] bytes on protocol socket [int]

**Explanation**
An internal error has caused a truncated packet to be received on this socket.

**Recommended Action**
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

### Error Message
%SOCKET_TASK-3-INVALID_ENCAPHDR: Invalid encapsulation header

**Explanation**
An internal error has caused invalid data to be passed in the encapsulation header from the data path.

**Recommended Action**
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

### Error Message
%SOCKET_TASK-6-DATA_PROCESSING_FAILED: Failed to process [int] bytes on protocol socket [int]

**Explanation**
An error has occurred and the packet handling code cannot process a received frame.

**Recommended Action**
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SOCKET_TASK-6-STARTING: Starting socket task for protocol [int]
  (callback [address])

Explanation  The system is starting the socket task for a particular protocol.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Recommended Action
SSHPM SYSNET and SYSTEM Messages

This chapter contains the following topics:

- SSHPM Messages, page 24-1
- SYSNET Messages, page 24-62
- SYSTEM Messages, page 24-65

SSHPM Messages

This section contains Secure Shell Protocol Manager (SSHPM) messages.

Error Message  %SSHPM-6-ADD_CERT_INFO: Adding certificate [chars] added to policy manager

Explanation  The system is adding a certificate to the policy manager.

Recommended Action  No action is required.

Error Message  %SSHPM-3-ADD_VER_CERT_FAILED: Error encountered while adding verification certificate [chars]

Explanation  An internal error has occurred. An error occurred when adding a verification certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24      SSHPM SYSNET and SYSTEM Messages

SSHPM Messages

Error Message  %SSHPM-4-AES_AP_ONLY: Cisco APs will not be able to join this controller

Explanation  This system does not contain Cisco certificates for Cisco APs to join.

Recommended Action  No action is required.

Error Message  %SSHPM-4-ALREADY_INIT: [chars] already initialized

Explanation  An internal error has occurred A function has been called with invalid parameters.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-AP_CERT_DECODE_FAILED: Decoded AP certificate has invalid names

Explanation  An internal error has occurred. The AP certificate has invalid names.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-4-AP_CERT_EXPIRED: AP certificate time [chars] - [chars] is not valid.

Explanation  The AP certificate is not valid because the current time falls outside the certificate’s validity interval. The controller time may not be set correctly.

Recommended Action  Ensure that the controller time is correct.

Error Message  %SSHPM-3-APPGW_CREATION_FAILED: Unable to create [chars] application gateway config

Explanation  An internal error has prevented an application gateway configuration from being created.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-AUTH_GRP_ADD_FAILED: Error adding constraint to xauth authorization group

Explanation  An internal error has occurred. The system has failed to add the xauth constraint to the authorization group.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-AUTH_GRP_CREATION_FAILED: Error creating xauth authorization group

Explanation  An internal error has occurred. The system has failed to create xauth in the authorization group.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-BAD_CERTLEN: Error reading system certificates - certificate is too large

Explanation  An internal error has occurred. Insufficient memory has been allocated to hold the certificate. The certificate may be corrupted.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SSHPM-3-BAD_CERT_MAGIC1: Certificate store Magic1 missing

Explanation  An internal error has occurred. The certificate store may be corrupted.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-BAD_CERT_MAGIC2: Certificate store Magic2 missing

Explanation  An internal error has occurred. The certificate store may be corrupted.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-BAD_CERT_SUBJET: Failed to extract Mac Address from AP certificate

Explanation  An internal error has occurred. The system cannot extract the MAC Address from the AP certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-BAD_CERT_TYPE: Unrecognized system certificate type [dec]

Explanation  The system has failed to add a certificate into the certificate table because the certificate type is unknown.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SSHPM-3-BAD_COMMIT_CB: SSHPM Policy commit callback with NULL context pointer

**Explanation**  
An invalid parameter was received from the policy manager callback function.

**Recommended Action**  
No action is required.

**Error Message**  
%SSHPM-2-BAD_DEVICE_ID_CERT: Failed to retrieve MAC address from bsnOldDefaultIdCert certificate

**Explanation**  
An internal error has occurred. The verification failed for bsnOldDefaultIdCert.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SSHPM-3-BAD_NUM_CERT: Invalid number of certificates found

**Explanation**  
An internal error has occurred. The certificate store may be corrupted.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SSHPM-4-BAD_TFTP_IP: Invalid TFTP IP address [chars]

**Explanation**  
The system detects an invalid TFTP IP address string.

**Recommended Action**  
Check your configuration and try again.

**Error Message**  
%SSHPM-6-BLD_CERT_DELETED_INFO: Corrected credential index (build CA deleted)

**Explanation**  
A build CA certificate has been deleted from the credential index.

**Recommended Action**  
No action is required.
Error Message %SSHPM-3-BAD_CERT_NAME: Failed to extract Cert Name from Subject

Explanation An internal error has occurred. The system cannot extract the certificate name from the subject.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-CA_SERVER_INFO: CA-Server for [chars] not configured on system

Explanation A CA-server for multiple certificate applications has not been configured.

Recommended Action No action is required.

Error Message %SSHPM-6-LSC_CERT_INFO: LSC certificate [chars] not present in system

Explanation LSC certificates either are not present in the system or have not been loaded.

Recommended Action No action is required.

Error Message %SSHPM-6-LSC_PROV_FAIL: LSC AP Provisioning failed AP MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] Reason: [chars].

Explanation The LSC AP provisioning has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24      SSHPM SYSNET and SYSTEM Messages

SSHPM Messages

Error Message  %SSHPM-6-LSC_PROV_FAIL_NO_CACERT: LSC AP Provisioning failed AP MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] Reason: No LSC CA CERT.

Explanation  The LSC AP provisioning has failed.

Explanation  Ensure the LSC CA certificate is present on the controller.

Error Message  %SSHPM-6-LSC_PROV_FAIL_SYS_BUSY: LSC AP Provisioning failed AP MAC: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] Reason: System Busy.

Explanation  The LSC AP provisioning request cannot be handled because the controller does not have the resources.

Recommended Action  No action is required.

Error Message  %SSHPM-6-LSC_READ_CERT: SSHPM-LSC: [chars]

Explanation  SSHPM-LSC: The CA key has been read from the stored file.

Recommended Action  No action is required.

Error Message  %SSHPM-6-SERVICE_DELETED: Deleting service [chars] on port [int]

Explanation  This is a service deletion information message from the indicated service.

Recommended Action  No action is required.

Error Message  %SSHPM-3-CA_CERT_TABLE_FULL: Unable to find empty slot in CA certificate table

Explanation  An internal error has occurred. The CA certificate table is full and it might be corrupted.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-CA_CERT_TABLE_INVALID: Accessing CA certificate table before initialization

Explanation  An internal error has occurred. An error has occurred while accessing the certificate table.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-0-CARD_NOT_FOUND: Slot [dec] requested but not present!

**Explanation**  An internal error has occurred. The ESM card has not been found in the slot.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-6-CERT_COMP_MODE_INFO: Certificate compatibility mode automatically set

**Explanation**  The new certificate has not been installed. The certificate compatibility mode is enabled automatically.

**Recommended Action**  No action is required.

**Error Message**  %SSHPM-3-CERT_CONFIG_UPDATE_FAILED: Error encountered while saving certificate configuration

**Explanation**  An internal error has occurred. Writing into nonvolatile storage has failed. The storage may be corrupted.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-CERT_DIR_TOO_LONG: Certificate directory name too long; External Key providers registration failed

**Explanation**  The external key providers registration has failed because the certificate directory name is too long.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-CERT_LOAD_FAILED: Failed to load [chars] certificate [chars] into certificate table

**Explanation** An internal error has occurred. The system has failed to load a certificate into the certificate table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-0-CERT_NOT_FOUND: Error encountered while initializing policy manager. [chars] certificates not found

**Explanation** An internal error has occurred. The system is unable to load the indicated system certificate.

**Recommended Action** Contact your technical support representative

**Error Message** %SSHPM-3-CERT_REALLOC_FAILED: Memory re-allocation for certificate table failed while adding [chars]

**Explanation** An internal error has occurred. The system has failed to reallocate memory to the enlarged certificate table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24  SSHPM SYSNET and SYSTEM Messages

SSHPM Messages

Error Message  %SSHPM-3-CERT_TABLE_INVALID: Accessing certificate table before initialization

Explanation   An internal error has occurred. An error has occurred while accessing the certificate table.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-CFG_LOAD_FAILED: Policy manager failed to load configuration

Explanation   The SSHPM failed to start because the configuration file cannot be loaded.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-CM_ALLOCATE_FAILED: Failed to allocate certificate manager cache for [chars] certificate

Explanation   An internal error has occurred while adding a certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-CREDENTIAL_FILE_WRITE_FAILED: Cannot write [chars] to file [chars]

Explanation   An internal error has occurred while writing to a file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-1-CREDENTIAL_NOT_UNIQUE: Credential name [chars] already exists

**Explanation** The certificate addition has failed because the certificate already exists.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-CREDENTIAL_STORE_FULL: Certificate addition failed because credential store is full

**Explanation** An internal error has occurred while adding a certificate.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-DEALLOC_ENTRY_INVALID: Unable to deallocate an invalid policy manager [chars] list entry

**Explanation** An internal error has occurred while deleting an invalid entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %SSHPM-3-DEALLOC_UNALLOC_LIST_ENTRY: Attempt to deallocate unallocated policy manager [chars] free list element

**Explanation**  An internal error has occurred while deallocating an unallocated message free list element.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-DELETE_ENTRY_INVALID: Unable to delete an invalid policy manager [chars] list entry

**Explanation**  An internal error has occurred while deleting an invalid entry.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-6-DELETE_INVALID_RULE: Unable to delete rule that has been marked with SSH_IPSEC_INVALID_INDEX

**Explanation**  The system received a request to delete a rule that has already been deleted.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-DELETE_MANUF_CERT: Cannot delete manufacturer certificate [chars]

**Explanation**  An attempt was made to delete the manufacturer certificate.

**Recommended Action**  No action is required.
Chapter 24      SSHPM SYSNET and SYSTEM Messages

SSHPM Messages

Error Message %SSHPM-3-DELETE_UNKNOWN_CERT: Error encountered while deleting certificate [chars]. Certificate unknown

Explanation  An internal error has occurred while deleting an unknown certificate.

Recommended Action  No action is required.

Error Message %SSHPM-3-DERIVE_PUB_KEY_FAILED: Cannot derive public key for [chars] SSL certificate

Explanation  An internal error has occurred while deriving a public key for the SSL certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-ENTRY_HASH_NOT_FOUND: Failed to find hash entry for rule [hex], raw index = [hex], index = [hex]

Explanation  An internal error has occurred while finding a hash entry.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-FATAL_CB: Policy manager callback: [chars]

Explanation  A policy manager callback message was received.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %SSHPM-3-FOPEN_FAILED: Error reading file [chars]

**Explanation** An internal error has occurred while opening a file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FREAD_FAILED: Error reading file [chars]

**Explanation** An internal error has occurred while reading a file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FREAD_FAILED2: Error reading [chars] file. ([dec] out of [dec] bytes read)

**Explanation** An internal error has occurred. The nonvolatile storage may be corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FREAD_FAILED3: Error reading file. ([dec] out of [dec] bytes read)

**Explanation** An internal error has occurred. The nonvolatile storage may be corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FREAD_KEY_FAILED: Error reading [chars] Key. File system may be corrupted

**Explanation** The system has failed to read a key from the file system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-1-FREE_LIST_ALLOCATED: Policy manager [chars] free list already allocated

**Explanation** An internal error has occurred while attempting to allocate a free list when it is already allocated.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FREE_LIST_DEPLETED: Failed to allocate from policy manager [chars] free list. List has been depleted

**Explanation** An internal error has occurred. The policy manager free list is out of elements.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24  SSHPM SYSNET and SYSTEM Messages

SSHPM Messages

Error Message  %SSHPM-3-FREE_LIST_INVALID: Policy manager [chars] free list is invalid

Explanation  An internal error has occurred. The policy manager free list may be corrupted.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-1-FREE_LIST_NOT_ALLOCATED: Failed to allocate from policy manager [chars] free list. List has not been allocated yet

Explanation  An internal error has occurred. The system attempted to access the policy manager list, but it has not been allocated yet.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-FSEEK_FAILED: Error reading file [chars]

Explanation  An internal error has occurred while reading a file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-FS_READ_CERT_FAILED: Error reading [chars] certificate [chars]. File system may be corrupted

Explanation  An internal error has occurred while reading a certificate from the file system.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-FS_READ_CERT_HEADER_FAILED: Unable to read block [dec]
certificate header [dec] from flash

**Explanation**  An internal error has occurred while reading from flash. The nonvolatile storage may be
corrupted.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-FS_READ_KEY_FAILED: Error reading key file [chars] - file
system may be corrupted

**Explanation**  The system has failed to read a a key from the file system.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-FS_WRITE_FAILED: Error encountered while saving [chars]

**Explanation**  An internal error has occurred while writing into the nonvolatile storage. The storage
may be corrupted.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.
Error Message %SSHPM-3-FTPDATA_CONFIGURED: FTPDATA rule already configured

Explanation  An internal error has occurred while attempting to enable FTPDATA when it was already enabled.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-4-GET_CERT_IDX_FAILED: Cannot find table index for certificate [chars]

Explanation  An internal error has occurred while attempting to reference a certificate that does not exist.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-GET_LOCAL_TIME_FAILED: Cannot get system time for [chars] SSL certificate

Explanation  An internal error has occurred while retrieving the system time for the SSL certificate.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-HTTP_ADD_BLOCK_FAILED: Failed to add block to HTTP redirect config

Explanation  An internal error has occurred while configuring the HTTP redirect application gateway.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-HTTP_ADD_RULE_FAILED: Failed to add http-redir application gateway rule

**Explanation** An internal error has occurred while configuring the HTTP redirect application gateway.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-HTTP_CONFIGURED: HTTP rule already configured

**Explanation** An internal error has occurred while attempting to enable HTTP when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-HTTP_MODE_GET_FAILED: Failed to retrieve Web management allowability information

**Explanation** An internal error has occurred while retrieving web management allowability information.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %SSHPM-3-HTTP_REDIR_BODY_FAILED: Unable to create HTTP redirection page body.

**Explanation**  An internal error has occurred while configuring the HTTP redirect application gateway.

**Recommended Action**  Verify virtual interface configuration.

**Error Message**  %SSHPM-3-HTTP_REDIR_CLAUSE_ADD_FAILED: Failed to add clause to HTTP redirect config

**Explanation**  An internal error has occurred while configuring the HTTP redirect application gateway.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-HTTPS_CONFIGURED: HTTPS rule already configured

**Explanation**  An internal error has occurred while attempting to enable the HTTPS when it is already enabled.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-HTTPS_MODE_GET_FAILED: Failed to retrieve Secure web management allowability information

**Explanation**  An internal error has occurred. The system is unable to retrieve secure web management allowability information.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SSHPM-3-ID_CERT_TABLE_FULL: Cannot find an empty row in ID certificate table - table may be corrupted

Explanation  The system cannot find an empty row in the certificate table. The certificate table may be corrupted.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-ID_CERT_TABLE_INVALID: Accessing identity certificate table before initialization

Explanation  An internal error has occurred while accessing the certificate table.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-ID_FILE_CORRUPTED: Credential index file may be corrupted

Explanation  An internal error has occurred while adding a certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-IDX_LST_CREATION_FAILED: Policy rule table cannot be created

Explanation  An internal error has prevented SSHPM from initializing.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-IKE_SA_EXPORT_FAILED: Cannot export IKE SA for peer [chars] (status: [dec])

**Explanation**  An internal error has prevented IKE SA for the indicated peer from exporting.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-IMPORTED_SESSION_DELETE_FAILED: Failed to delete imported SA for mobile [int].[int].[int].[int]

**Explanation**  An internal error has occurred while deleting an imported SA for the mobile.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-IMPORT_ID_CERT_FAILED: Unable to open certificate file to save the generated key

**Explanation**  An internal error has occurred while opening a file to save the key.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %SSHPM-3-INVALID_CID: Function was called with an invalid credential ID

**Explanation**  An internal error has occurred. A function call has an invalid parameter.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-INVALID_IP: Function called with invalid IP address range.  
src: [hex]:[hex] dst: [hex]:[hex].

**Explanation**  An internal error has occurred. A function was called with invalid parameters.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-INVALID_IPSEC_PSK: Invalid PSK - not applying IPSEC rule for peer [chars]

**Explanation**  The configuration has been aborted because the PSK is invalid.

**Recommended Action**  Verify that the PSK is entered correctly.

**Error Message**  %SSHPM-3-INVALID_L2TP_INFO: Invalid L2TP PPP signal received for [chars]

**Explanation**  An unexpected L2TP PPP signal was received.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**SSHPM Messages**

**Error Message**  
%SSHPM-3-INVALID_NUM_ELEM_FOR_LIST: Invalid element count requested for [chars] free list

**Explanation**  
An internal error has occurred. A function has been called with an invalid parameter.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SSHPM-3-INVALID_PEER_IP: An attempt to register peer failed because peer address [chars] is not valid

**Explanation**  
An internal error has occurred. A function has been called with an invalid parameter.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SSHPM-3-INVALIDPROTO: Function called with invalid protocol [dec]

**Explanation**  
An internal error has occurred. A function has been called with invalid parameters.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SSHPM-3-INVALID_REQ_ID: An attempt to register peer [chars] failed because function was called with an invalid requester ID [dec]

**Explanation**  
An internal error has occurred. A function has been called with an invalid parameter.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-INVALID_TFTP_SERVER_IP: Invalid TFTP server address [chars]

**Explanation** The TFTP configuration was aborted because the TFTP server address is invalid.

**Recommended Action** Check configuration to ensure TFTP server IP address is entered correctly.

**Error Message** %SSHPM-3-INVALID_UDP_PORT: Cannot add UDP broadcast rule with both source and destination port set to zero

**Explanation** An error occurred when configuring the UDP broadcast rule. Both the source and destination port cannot be zero.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-IN_WCP_CONFIGURED: Inbound WCP rule already configured

**Explanation** An internal error has occurred while attempting to enable the WCP when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-1-IP_PARSE_FAILED: Failed to parse IP address [chars] for http redirect

**Explanation** The system has failed to configure the HTTP redirect application gateway.

**Recommended Action** Verify the configuration to ensure that the IP address is correct.
**Error Message**  
%SSHPM-3-IPV4_PASS_RULE_CREATION_FAILED: Failed to create IPv4-PASS rule for IP ranges src:[chars],[chars] dst:[chars],[chars]

**Explanation**  
An internal error has occurred while creating a pass rule.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SSHPM-3-KEY_BUF_TOO_SMALL: Private key buffer too small to hold private read file [chars]. ([dec] < [dec])

**Explanation**  
An internal error has occurred while reading a private key.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SSHPM-3-KEYED_PEM_DECODE_FAILED: Cannot PEM decode [chars]

**Explanation**  
The private key structure has failed to parse correctly.

**Recommended Action**  
Check your configuration and re-install certificate.

**Error Message**  
%SSHPM-3-KEY_READ_FAILED: Cannot read key file [chars]

**Explanation**  
An internal error has occurred while reading a private key file.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %SSHPM-3-KEY_TYPE_NOT_SUPPORTED: Unsupported key format. Only RSA keys are supported

**Explanation** An error has occurred while handing an AP certificate because it does not use an RSA key.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-L2TP_ADD_FAILED: Error adding L2TP tunnel

**Explanation** An internal error has prevented an L2TP tunnel to be added.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-L2TP_ADD_SESSION_FAILED: Unable to insert an L2TP session to SSHPM LNS table

**Explanation** The system cannot insert a session to the SSHPM LNS table due to an internal error.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-L2TP_LINK_UPDATE_FAILED: Cannot update PEM state for L2TP session [chars], reason [chars]

**Explanation** An internal error has occurred while updating the PEM state for an L2TP session.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-L2TP_OPEN_FAILED: L2TP Error. Session [chars] failed to open

**Explanation**  An internal error has occurred. The L2TP session failed to open.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-L2TP_PPP_FAILURE: L2TP PPP failure for [chars], reason [chars]

**Explanation**  An internal error has occurred to L2TP. The connection may go down.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-L2TP_SESSION_EXISTS: Session already exists in LNS table

**Explanation**  Another session exists in the SSHPM LNS table.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-L2TP_SESSION_TERMINATED: L2TP session open terminated for [chars]

**Explanation**  The L2TP session was terminated because a terminate signal was received.

**Recommended Action**  No action is required.
**Error Message**  %SSHPM-3-L2TP_SESSION_UPDATE_FAILED: L2TP Error. Unable to update a foreign L2TP session

**Explanation**  An internal error has occurred. The L2TP session table may be corrupted.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-L2TP_STALE_SESSION: L2TP Error. Stale session information found

**Explanation**  An internal error has occurred. The L2TP session table may be corrupted.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-1-L2TP_XAUTH_NO_SUPPORTED: L2TP with XAUTH is not allowed

**Explanation**  L2TP cannot be configured because L2TP with XAUTH is not allowed.

**Recommended Action**  Disable XAUTH in the configuration.

**Error Message**  %SSHPM-3-LOCAL_AUTH_CREATION_FAILED: Error creating local authentication structure

**Explanation**  An internal error has prevented the creation of a local authentication data structure.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24  SSHPM SYSNET and SYSTEM Messages

SSHPM Messages

Error Message  %SSHPM-3-LOCK_CERT_TABLE_FAILED: Unable to lock CA certificate table

Explanation  An internal error has occurred while verifying the firmware signature.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-MAC_LOOKUP_FAILED: Unable to find mac address [int].[int].[int].[int]

Explanation  An internal error has occurred while looking up the MAC address.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-MALLOC_FAILED: [chars]: unable to allocate memory

Explanation  The system has failed to allocate memory. The system resource is low.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-MALLOC_FOR_CERT_FAILED: Unable to allocate memory for [chars] certificate

Explanation  The system has failed to allocate memory for a certificate. The system resource is low.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-MALLOC_FOR_KEY_FAILED: Unable to allocate memory for [chars]

**Explanation**  The system has failed to allocate memory for a key. The system resource is low.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-6-MANUF_CERT_INFO: Found Manufacturing-installed device certificates

**Explanation**  The system has found manufacturing-installed device certificates.

**Recommended Action**  No action is required.

**Error Message**  %SSHPM-3-MARSHAL_CFG_FAILED: Failed to marshal [chars] config

**Explanation**  An internal error has occurred while configuring the application gateway.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-MD_FAILED: Failed to create certificate directory

**Explanation**  An internal error has occurred while creating a directory on nonvolatile memory.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  
%SSHPM-3-MM_POLICY_ADDITION_FAILED: Error setting up inter-switch IPsec policy

**Explanation**  
An internal error has occurred while adding to the inter-switch IPsec policy.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SSHPM-2-MNM_ADD_FAILED: Failed to add inter-switch IPSec policy

**Explanation**  
An internal error has occurred. The system is unable to add the inter-switch IPsec policy.

**Recommended Action**  
No action is required.

**Error Message**  
%SSHPM-3-MSG_Q_CREATION_FAILED: Policy manager message queue create failed

**Explanation**  
SSHPM initialization failed because the message queue failed to create.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%SSHPM-3-MSG_Q_CREATION_FAILED: Policy manager failed to allocate message queue

**Explanation**  
SSHPM failed to start because the message queue failed to create.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SSHPM-3-MSG_RX_FAILED: Failed to receive message from [chars]

Explanation  An internal error has occurred while reading from the message queue.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-MSG_SEND_FAILED: Unable to Queue Message

Explanation  An internal error has occurred while sending a system message.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-MSGTAG829: ERROR: Could not add inbound TRACE ROUTE rule (ssh_pm_rule_add failed).

Explanation  The system could not add an inbound trace route rule (ssh_pm_rule_add failed).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-MSGTAG830: ERROR: Could not create inbound TRACE ROUTE rule (ssh_pm_rule_create failed).

Explanation  The system could not create an inbound trace route rule (ssh_pm_rule_create failed).

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-2-NETIF_CFG_FAILED: Unable to create [chars] interface

**Explanation**  An internal error has occurred while configuring the interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-6-NO_3RD_PARTY_CERT_INFO: No 3rd party certificate configuration found

**Explanation**  No third-party certificate configuration has been found.

**Recommended Action**  No action is required.

**Error Message**  %SSHPM-4-NO_BUILD_CERT_INFO: Unable to locate firmware build certificate

**Explanation**  A build certificate has not been found.

**Recommended Action**  No action is required.

**Error Message**  %SSHPM-3-NO_FREE_RULE_IDX: Failed to set up [chars] service - rule table is full

**Explanation**  Rules for the indicated service were not configured because of an internal error.

**Recommended Action**  No action is required.

**Error Message**  %SSHPM-3-NO_KEY_PASSWD: Cannot decrypt private key because password not specified

**Explanation**  The system has failed to decrypt a private key.

**Recommended Action**  Check your configuration and reinstall the certificate.
**Error Message**  %SSHPM-3-NO_LOCAL_IKE_SERVER: No IKE server found for local IP [chars]

**Explanation**  An error has occurred while importing IKE SA because no IKE server can be found.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-NO_PEER_SSHPM: No SSHPM server found for peer [chars]

**Explanation**  An error has occurred while importing IKE SA because no SSHPM server can be found for the indicated peer.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-NO_ROOM_FOR_CERT: Insufficient memory allocated to hold [chars] certificate

**Explanation**  An internal error has occurred while accessing a certificate.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-NO_ROOM_FOR_CERT2: Insufficient memory allocated to hold [chars] certificate. ([dec] < [dec])

**Explanation**  An internal error has occurred while accessing a certificate.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-4-NO_RULE_IDX: No matching rule index for rule [int]

**Explanation** An internal error has occurred while deleting a rule with the unknown indicated index.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-NOT_INIT: [chars] not initialized

**Explanation** An internal error caused a function to fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-NO_VIRT_IP: Virtual interface address is not configured

**Explanation** An error has occurred while getting the virtual interface address.

**Recommended Action** Verify the virtual interface configuration.

**Error Message** %SSHPM-3-NPU_NOT_RESPONDING: Error: NPU did not respond within [dec] seconds - deleting [int].[int].[int].[int]

**Explanation** An internal error has occurred. The NPU has failed to respond.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-2-NPU_VIRT_IP_SET_FAILED: Failed to set virtual IP addr in NPU

**Explanation** An internal error has occurred while setting the virtual IP address in the NPU.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-NV_GET_FAILED: Error getting file [chars] from non-volatile storage

**Explanation** An internal error has prevented the indicated file from being read.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-OUT_WCP_CONFIGURED: Outbound WCP rule already configured

**Explanation** An internal error has occurred while attempting to enable WCP when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PEM_DECODE_FAILED: Cannot PEM decode [chars] [chars]

**Explanation** A certificate addition has failed because it cannot be parsed correctly.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %SSHPM-3-PEM_ENCODE_FAILED: Cannot encode certificate [chars] in PEM format

Explanation An internal error has occurred while encoding a certificate to PEM format.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-PIPE_CREATION_FAILED: Policy manager failed to create pipe

Explanation SSHPM failed to start because a pipe failed to create.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-PKCS1_DECODE_PRIVATE_KEY_FAILED: Error importing private key for use by [chars] server - PKCS1 decode error

Explanation An internal error has occurred while reading a key.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-PKCS1_DEC_PRIV_KEY_FAILED2: Error importing private key. PKCS1 decode error

Explanation An internal error has occurred while reading a key.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PKCS1_ENCODE_PRIVATE_KEY_FAILED: Error exporting private key for use by [chars] server - PKCS1 encode error

**Explanation** An internal error has occurred while adding a certificate.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PKCS1_ENCODE_PRIV_KEY_FAILED2: Error exporting private key [chars] - PKCS1 encode error

**Explanation** An internal error has occurred while encoding a private key.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PKEY_DECODE_FAILED: Cannot decrypt private key

**Explanation** The system has failed to decode a private key.

**Recommended Action** Check the configuration and reinstall the certificate.

**Error Message** %SSHPM-3-POLICY_ALLOCATE_FAILED: Failed to allocate policy rule

**Explanation** An internal error has occurred while allocating a policy entry.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %SSHPM-3-POLICY_HASH_ADD_FAILED: Failed to add policy rule to hash table

**Explanation** An internal error has occurred while adding a policy rule to the hash table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-2-POLICY_INIT_FAILED: Unable to complete policy initialization

**Explanation** An internal error has prevented the main policy manager from initializing the child manager.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PRIVATE_KEY_GEN_FAILED: Cannot generate private key for [chars] SSL certificate

**Explanation** An internal error has occurred while generating a private key for an SSL certificate.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PUB_KEY_EXTRACT_FAILED: Failed to extract public key from AP certificate

**Explanation** An internal error has occurred. The system cannot extract a public key from the certificate.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
%SSHPM-3-PUB_KEY_MALLOC_FAILED: Failed to allocate memory for public key hash

Explanation: An internal error has occurred while allocating memory.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

%SSHPM-3-RADIUS_CLT_CREATION_FAILED: Failed to create RADIUS client

Explanation: An internal error has occurred while creating a RADIUS client.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

%SSHPM-3-RADIUS_SRV_ADD_FAILED: Error adding RADIUS server to policy manager

Explanation: An internal error has occurred while RADIUS servers to a policy manager.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %SSHPM-3-RADIUS_SRV_CREATION_FAILED: Error creating RADIUS server info

Explanation An internal error has occurred while creating RADIUS server information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-RADIUS_SRV_INFO_ADD_FAILED: Error adding RADIUS server info

Explanation An internal error has occurred while adding RADIUS server information.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-2-RAND_INIT_FAILED: Error encountered while initializing random number generator

Explanation An internal error has prevented SSHPM from initializing. Some operation may be affected.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-RANDOM_CID_FAILED: Failed to construct CID for [chars]. Unable to get a random number

Explanation An internal error has occurred while adding a certificate.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-RAND_STIR_ERR: An internal error has occurred in random stir routine

**Explanation** An internal error caused a cryptographic function to fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-RAND_XOR_ERR: An internal error has occurred in xor-noise routine

**Explanation** An internal error caused a cryptographic function to fail.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-REGISTRY_ADD_FAILED: Cannot add registry entry for peer [chars]

**Explanation** An internal error has occurred while adding an entry for a peer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %SSHPM-3-REGISTRY_DELETE_FAILED: Failed to delete registry entry for [chars] (status: [dec])

**Explanation**  An internal error has occurred while deleting a registry entry.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message**  %SSHPM-3-REGISTRY_GET_FAILED: Cannot get registry entry for peer [chars]

**Explanation**  An internal error has occurred while retrieving a registry entry for a peer.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message**  %SSHPM-3-REGISTRY_MEM_ALLOC_FAILED: Unable to allocate memory for policy manager registry

**Explanation**  The system has failed to allocate memory. The system resource is low.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message**  %SSHPM-3-REQ_SAVE_FAILED: Unable to open certificate request file to save certificate request

**Explanation**  An internal error has occurred while opening a file to save a certificate request.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-RM_AGGR_GRP_FAILED: Failed to remove aggr-mode group

**Explanation** An internal error has occurred while removing the aggr-mode group.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-RM_AGGRPSK_FAILED: Failed to remove aggressive mode PSK

**Explanation** An internal error has occurred while removing an aggressive mode PSK.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-RM_GRP_FAILED: Failed to remove group. Handle is NULL

**Explanation** An internal error has occurred while removing an aggressive mode PSK group.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SSHPM-3-RuleAdditionFailed: Error adding [chars] rule to policy manager

Explanation  An internal error has prevented the indicated policy rules from being added to the policy manager.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-RuleAdditionFailed2: Error adding [chars] rule to policy manager for peer [int].[int].[int].[int]

Explanation  An internal error has prevented the indicated policy rules from being added to the policy manager.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-RuleCreationFailed: [chars] rule creation failed for peer [int].[int].[int].[int]

Explanation  An internal error has prevented the indicated policy rules from being created.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-RuleCreationFailed2: [chars] rule creation failed for peer [chars]

Explanation  An internal error has prevented the indicated policy rules from being created.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-4-RULELIST_EXISTS: [chars] rule already exists

**Explanation**  An internal error has occurred. The policy manager rule already exists.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-RULE_MEM_ALLOC_FAILED: Unable to allocate memory for policy manager rule

**Explanation**  The system has failed to allocate memory. The system resource is low.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-RULE_REG_INIT_FAILED: Error encountered while initializing policy manager registry

**Explanation**  An internal error has prevented SSHPM from initializing.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24  SSHPM SYSNET and SYSTEM Messages

SSHPM Messages

Error Message  %SSHPM-3-RULE_SET_IP_FAILED: Error setting IP address [int].[int].[int].[int] for [chars] rule

Explanation  An internal error has occurred. The system has failed to set the IP address for the policy manager rule.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-SA_CTX_LST_CREATION_FAILED: Policy manager security association context table cannot be created

Explanation  An internal error has prevented SSHPM from initializing.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-2-SEMA_CREATION_FAILED: Cannot create semaphore [chars]

Explanation  An internal error has occurred while creating a semaphore. The controller may have a stability problem.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-2-SEMA_GIVE_FAILED: Cannot give semaphore [chars]

Explanation  A function failed to give a semaphore. The controller may have a stability problem.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-2-SEMA_TAKE_FAILED: Cannot take semaphore [chars]

**Explanation**  A function failed to take a semaphore. The controller may have a stability problem.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-6-SERVICE_CREATED: Creating service [chars] on port [int]

**Explanation**  This is a service creation information message from the indicated service.

**Recommended Action**  No action is required.

**Error Message**  %SSHPM-2-SERVICE_CREATION_FAILED: Unable to create [chars] service

**Explanation**  An internal error has prevented the indicated service from being created.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-4-SERVICE_EXISTS: [chars] service already exists

**Explanation**  A function is trying to create a service that already exists.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %SSHPM-4-SERVICE_NOT_CREATED: Error initializing [chars] service because service not created yet

**Explanation** An internal error has occurred because the indicated service was not created.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message** %SSHPM-6-SET_APPGW: Setting up application gateway [chars] on port [int]

**Explanation** This is an application gateway setup informational message.

**Recommended Action** No action is required.

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**Error Message** %SSHPM-3-SET_APPGW_CFG_FAILED: Failed to add [chars] application gateway redirect config

**Explanation** An internal error has occurred while configuring an application gateway.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message** %SSHPM-3-SET_APPGW_FAILED: Error encountered while setting up application gateway [chars]

**Explanation** An internal error has prevented an application gateway service from being set up.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24  SSHPM SYSNET and SYSTEM Messages

SSHPM Messages

Error Message  %SSHPM-3-SET_CERT_FROM_TIME_FAILED: Failed to set certificate ‘validity not before’ string to ‘[chars]’

Explanation  An internal error has occurred. The system has failed to set the certificate validity string.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-SET_CERT_UNTIL_TIME_FAILED: Failed to set certificate ‘validity not after’ string to ‘[chars]’

Explanation  An internal error has occurred. The system has failed to set the certificate validity string.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-SKB_GET_INFO_FAILED: Failed to extract information from key

Explanation  An error has occurred while decoding a private key.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-SSC_INVALID: Invalid self-signed Cisco AP certificate

Explanation  An AP has presented an invalid self-signed Cisco AP certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-6-SSC_NOT_SUPPORTED_INFO: Controller not configured to accept self-signed AP certificate

**Explanation** The controller is not configured to accept a self-signed AP certificate.

**Recommended Action** No action is required.

**Error Message** %SSHPM-4-SSH_ALERT: [chars] [chars]

**Explanation** The indicated alert message has been received from the SSH library.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-SSH_CONFIGURED: SSH rule already configured

**Explanation** An internal error has occurred while attempting to enable SSH when it is already enabled.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-SSH_EMERG: [chars] [chars]

**Explanation** The indicated emergency message has been received from the SSH library.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24 SSHPM SYSNET and SYSTEM Messages

SSHPM Messages

Error Message  %SSHPM-3-SSH_ERROR:  [chars] [chars]

Explanation  The indicated error message has been received from the SSH library.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-6-SSH_LOG_MSG:  [chars] [chars]

Explanation  The indicated informational message has been received from the SSH library.

Recommended Action  No action is required.

Error Message  %SSHPM-4-SSH_WARNING:  [chars] [chars]

Explanation  The indicated warning message has been received from the SSH library.

Recommended Action  No action is required.

Error Message  %SSHPM-3-SSL_CERT_MALLOC_FAILED: Cannot allocate memory for [chars] SSL certificate

Explanation  An internal error has occurred while allocating memory for a certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-SSL_KEY_MALLOC_FAILED: Cannot allocate memory for [chars] SSL key

Explanation  Unable to allocate for SSL key.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  An internal error has occurred. Failed to allocate memory for key.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-STAT_CERT_FAILED: Certificate file [chars] is missing

**Explanation**  An internal error has occurred while reading a certificate file.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-STAT_KEY_FAILED: Private key file [chars] is missing

**Explanation**  An internal error has occurred while reading a private key file.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SSHPM-3-SYS_TIME_ERROR: Error getting system time for certificate validation

**Explanation**  An internal error has occurred. The system cannot get the system time for a certificate validation.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
SSHPM Messages

Error Message  %SSHPM-0-TASK_CREATION_FAILED: Failed to create policy manager [chars]

task

Explanation  An internal error has prevented SSHPM from initializing the indicated task.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-TASK_PRI_SET_FAILED: Error encountered while increasing policy manager task priority

Explanation  An internal error has prevented a task priority to be adjusted. Some operations may be affected.

Recommended Action  No action is required.

Error Message  %SSHPM-3-TELNET_CONFIGURED: Telnet rule already configured

Explanation  An internal error has occurred while attempting to enable Telnet access when it is already enabled.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-TELNET_MODE_GET_FAILED: Failed to retrieve telnet allowability information

Explanation  An internal error has occurred while retrieving Telnet allowability information.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  
%SSHPM-3-TELNET_OVER_OOB_CONFIGURED: Telnet over OOB rule already configured

Explanation  An internal error has occurred while attempting to enable Telnet over an OOB port when it is already enabled.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  
%SSHPM-3-TELNET_OVER_SERVICE_PORT_CONFIGURED: Telnet over service port rule already configured

Explanation  An internal error has occurred while attempting to enable Telnet over a service port when it is already enabled.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  
%SSHPM-3-TIMER_CREATION_FAILED: Failed to create [chars] timer

Explanation  An internal error has occurred. A Timer creation has failed. The controller may have a stability problem.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SSHPM-3-TUNNEL_ADD_PEER_FAILED: Cannot add peer [chars] to tunnel

Explanation  An internal error has prevented peer information from being added to the tunnel.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-TUNNEL_CREATION_FAILED: Error creating tunnel for [chars]

Explanation  An internal error has occurred. The tunnel creation has failed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-TUNNEL_SET_CERT_FAILED: Failed to add CA certificate to tunnel for peer [chars]

Explanation  An internal error has occurred. The system has failed to add a CA certificate to the tunnel.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-TUNNEL_SET_LOCAL_IP_FAILED: Error setting tunnel local IP for RADIUS server [chars]:[dec]

Explanation  An internal error has occurred while setting a tunnel local IP for the RADIUS server.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-UNAUTHORIZED_CERT_SUBJECT: Unauthorized subject name found in AP certificate

**Explanation** The AP certificate contains an unauthorized subject name. There might be a security breach.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-UNKNOWN_CA_TYPE: Unrecognized system CA certificate type [dec]

**Explanation** The system has failed to add a CA certificate into a certificate table because the certificate type is unknown.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-UNKNOWN_CERT_ISSUER: Invalid AP certificate. Issuer unknown

**Explanation** An AP certificate is invalid because the issuer is unknown.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message: %SSHPM-1-UNKNOWN_CREDENTIAL_STATUS: Unrecognized credential status

Explanation: An internal error has occurred while attempting to save credential information with an unrecognized status.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message: %SSHPM-3-UNKNOWN_CREDENTIAL_TYPE: Unrecognized credential type

Explanation: An internal error has occurred. A function has been called with invalid parameters.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message: %SSHPM-3-UNKNOWN_WLAN_IP: WLAN IP address is not known - deferring WLAN policy initialization

Explanation: The system is deferring the WLAN setup because the WLAN IP address is not known.

Recommended Action: Verify configuration to ensure that IP address is entered correctly.

Error Message: %SSHPM-4-UNLINK_FAILED: Cannot delete file [chars]

Explanation: An internal error has occurred. A file deletion has failed.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SSHPM-3-UNSUPPORTED_MSG_TYPE: Unsupported policy manager message received (msg type = [dec])

Explanation  An internal error has occurred. A message of an unsupported type has been received.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-2-VIRT_IF_CREATION_FAILED: Unable to create virtual interface

Explanation  An internal error has prevented a virtual interface from being created using a saved configuration.

Recommended Action  Verify that the configuration is correct.

Error Message  %SSHPM-3-VIRT_IP_SET_FAILED: Unable to set virtual interface address

Explanation  An internal error has prevented a virtual interface from being configured using a saved configuration.

Recommended Action  Verify that the configuration is correct.

Error Message  %SSHPM-3-VIRT_NAME_SET_FAILED: Unable to set virtual interface name

Explanation  An internal error has prevented a virtual interface from being configured using a saved configuration.

Recommended Action  Verify that the configuration is correct.

Error Message  %SSHPM-4-WARNING_CB: Policy manager warning callback: [chars]

Explanation  A policy manager warning callback message has been received.

Recommended Action  No action is required.

Error Message  %SSHPM-3-X509_CERT_ALLOCATE_FAILED: Error allocating x509 structure for [chars]

Explanation  An internal error has occurred while adding a certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-X509_CERT_ALLOCATE_FAILED2: Error allocating x509 structure

Explanation  An internal error has occurred while adding a certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-X509_CERT_DECODE_FAILED: X509 decode failed for [chars]. code [dec]

Explanation  An internal error has occurred while adding a certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SSHPM-3-X509_CERT_ENCODE_FAILED: X509 encode failed for [chars]

Explanation  An internal error has occurred while encoding a certificate to X509.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24      SSHPM SYSNET and SYSTEM Messages

SYSNET Messages

This section contains sysnet subsystem (SYSNET) messages.

Error Message %SSHPM-3-X509_ENCODE_KEY_FAILED: Cannot export private key for file [chars]. Status [dec]

Explanation An internal error has occurred while exporting a private key to the correct format.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SSHPM-3-X509_KEY_DECODE_FAILED: X509 private key decode failed for certificate [chars]

Explanation An internal error has occurred. A private key import has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %SYSNET-4-ENCAPTYPE_NOT_PROCESSED: sysnet unable to process packet with encap type [int]

Explanation The sysnet protocol demux was not able to handle a packet that it received from the forwarding code.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24      SSHPM SYSNET and SYSTEM Messages

SYSNET Messages

Error Message  %SYSNET-4-INV_ENCAP_TYPE: Unrecognized Encapsulation type [dec].

Explanation  The system has detected an unrecognized encapsulation type. This could possibly be due to bad configuration.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSNET-4-INV_EXIT_PORT: Invalid exit port - could not resolve exit intfNum for vlanId [dec], intfNum [dec] Destination MAC [hex].[hex].[hex].[hex].[hex].[hex]

Explanation  The system has detected an invalid exit port. The system could not resolve the exit intfNum.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSNET-3-INV_IF: Circuit Error - vlan id & intIfNum = 0.

Explanation  The system has detected a circuit error. Both the VLAN ID and intIfNum are 0.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSNET-3-INV_NOTIFY_TYPE: Unknown Entry Type [dec].

Explanation  The system has detected an unknown entry type.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SYSNET-3-INV_REGISTRATION_FN: Invalid Registration Function passed as an argument for PDU notifications.

**Explanation**  An invalid registration function has passed as an argument.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SYSNET-3-MAC_ADDR_NOT_FOUND: MAC address for the interface [dec] not found.

**Explanation**  The MAC address for the specified interface on the controller has not been found.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %SYSNET-3-MAX_REGISTRATION: Maximum number of notification registrations exceeded. Allowed [dec], Current [dec]. Registration Failed for [dec].

**Explanation**  Registration has failed because the maximum number of notification registrations has been reached.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24  SSHPM SYSNET and SYSTEM Messages

SYSTEM Messages

This section contains system (SYSTEM) messages.

Error Message  %SYSTEM-3-BULK_STORAGE_CONF: Failed to configure a bulk data storage media.

Explanation  The system has failed to configure bulk data storage media.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSNET-3-MBUFF_ALLOC_FAIL: Out of System buffers.

Explanation  The system is out of system buffers.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSNET-4-NOTIFY_FN_EXISTS: Registration for Type [chars] already exists.

Explanation  A notification registry for the specified type already exists.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24      SSHPM SYSNET and SYSTEM Messages

SYSTEM Messages

Error Message  %SYSTEM-3-CFG_ENC_FAIL: Invalid configuration file encryption key/iv len ([int]/[int])

Explanation  The system detects an invalid configuration file encryption key/iv len.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-CONFIG_ADD_FAIL: Failed to add all the configuration files to a contiguous buffer. Internal system error

Explanation  The system has failed to add all the configuration files to a contiguous buffer.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-DEC_UPDATE_FAIL: Decrypt Update failed.rc = [dec]

Explanation  The decrypt update has failed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-6-DFLT_CONF_BUILD: Creating default configuration for ‘[chars]’.

Explanation  The system is creating a default configuration.

Recommended Action  No action is required.
**Error Message** %SYSTEM-3-ENC_GET_FAIL: No encryption key configured

**Explanation** No encryption key has been configured.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-3-ENC_UPDATE_FAIL: Encrypt Update failed. rc = [dec]

**Explanation** The encrypt update has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-3-FILE_NO_SPACE: Not enough space left for file. Space left [int]. File size [int]. File name: [chars]

**Explanation** Not enough space is left for the file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-3-FILE_OPEN_FAIL: Failed to open file [chars].

**Explanation** The system has failed to open a file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Error Message  %SYSTEM-3-FILE_READ_FAIL: Failed to read configuration file ‘[chars]’

Explanation  The system has failed to read a configuration file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-FILE_READ_NOCLOSE_FAIL: Failed to read a file. The file may not be opened. File name: [chars]. rc = [dec]

Explanation  The system has failed to read a file. The file may not be opened.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-FILE_WRITE_FAIL: Failed to write to a configuration file. File Name: [chars]

Explanation  The system has failed to write to a configuration file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %SYSTEM-3-FLASH_CHK_FAIL: File ‘[chars]’ read with invalid checksum ([hex]), should be ([hex]). Flash file system may be corrupt.

**Explanation** The flash file system may be corrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-3-FLASH_CRC_FAIL: File read with invalid CRC ([hex]), should be ([hex]). Flash file system may be corrupt.

**Explanation** The file has been read with an invalid CRC. The flash file system may be corrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-3-INVALID_BUF_LEN: Invalid buffer length [int]. Internal system error.

**Explanation** The system has detected an invalid buffer length.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-6-INVALID_CONF_RMV: Removing invalid configuration file ‘[chars]’.

**Explanation** The system is removing an invalid configuration file.

**Recommended Action** No action is required.
Error Message  %SYSTEM-3-INVALID_CONF_VER: Invalid configuration file version [int]

Explanation  The system has detected an invalid configuration file version.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-INVALID_FILE_COUNT: Invalid file count [dec] or count exceeded maximum file entries allowed.

Explanation  An invalid file count or a count that exceeded the maximum file entries has been allowed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-INVALID_HMAC: Failed to verify HMAC. Internal system error.

Explanation  The system has failed to verify HMAC.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-INVALID_MBUFF: Mbuf Index contains NULL tail = [address], head = [address], free = [dec]. Shared memory allocation error.

Explanation  The system has detected a shared memory allocation error.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Error Message  %SYSTEM-3-INV_BYT_CNT: Size check failed for a system buffer. Internal system error

Explanation  A size check has failed for a system buffer.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-INV_CIPHER_LEN: Invalid cipher text length [int] (should be [int]). Internal system error.

Explanation  The system has detected an invalid cipher text length.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-INV_SW_VER_FORMAT: Invalid software version format.

Explanation  The system has detected an invalid software version format. The format must be ver.release.maint.build.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 24  SSHPM SYSNET and SYSTEM Messages

SYSTEM Messages

Error Message  %SYSTEM-3-MBUF_ALLOC_FAIL: Cannot allocate new Mbuf. Internal system error.

Explanation The system cannot allocate a new Mbuf.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-6-MBUF_ALREADY_FREE: Mbuf already free. mbuf = [address], tail = [address], head = [address], i = [dec], free = [dec]

Explanation Mbuf is already free.

Recommended Action No action is required.

Error Message  %SYSTEM-3-MBUFF_ALL_USED: No free Mbufs available. Shared memory allocation failed. Internal system error.

Explanation No free Mbufs are available. Shared memory allocation has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-MBUFF_BUSY: Mbuf index contains Busy tail = [address], head = [address], mbuf = [address], free = [dec]. Shared memory resource busy. Internal system error.

Explanation The system is trying to allocate a Mbuf that is already in use. The system is not allocating buffer.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %SYSTEM-3-MBUFF_FATAL_ERR: Shared memory resource corrupted. Internal system error. Mbuff free: [dec]. Max Mbuff: [dec].

**Explanation** The shared memory resource is corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-3-MBUFF_LOCK_FAIL: Failed to lock on shared memory resource. Internal system error.

**Explanation** The system has failed to lock on a shared memory resource.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-3-MBUFF_NULL_CHK_FAIL: Mbuf slot not NULL. Upper Limit = [hex], Lower Limit = [hex], mbuf = [address], tail = [address], head = [address], free = [dec]. Shared resource failure. Internal system error.

**Explanation** The system detects a shared resource allocation failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-3-MBUF_FREE_TWICE: Mbuf freed twice, prev Line [dec], curr Line [dec]. Internal system error.

**Explanation** The Mbuf has been freed twice.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-3-MBUF_RANGE_FAIL: Out of range Mbuf. Upper Limit = [hex], Lower Limit = [hex], mbuf = [address]. Internal system error

**Explanation** The shared memory resource is out of range.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-6-MBUFS_FREE: MbufsFree=[int], Active mbuf table, Dumping Mbuff Status

**Explanation** The system is dumping the Mbuf status.

**Recommended Action** No action is required.

**Error Message** %SYSTEM-3-MEM_ALLOC_FAIL: Failed to allocate memory.

**Explanation** The system has failed to allocate enough memory.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SYSTEM-3-MSG_SND_FAIL: Failed to send a message to the Print task. Unable to Print data.

**Explanation** The system has failed to send a message to the print task. The system is unable to print data.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Error Message  %SYSTEM-3-NO_CIPHER: No cipher text

Explanation The system has detected no cipher text.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-NOTIFY_SAVE_FAIL: Failed to save data for a Non-volatile component. Registrar ID: [dec].

Explanation The system has failed to save a data for a nonvolatile component.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-PASSWD_STORE_ALREADY_REG: Registrar ID [dec]. already registered.

Explanation The component could not be registered for password store transcoding.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-PASSWD_STORE_INTEGRITY_FAILED: Cannot retrieve secret from store -- integrity check failed.

Explanation The system has failed an integrity check. The secret might have been compromised.

Recommended Action Reconfigure the secret for security reasons.
Chapter 24      SSHPM SYSNET and SYSTEM Messages

SYSTEM Messages

Error Message  %SYSTEM-3-PASSWD_STORE_OUT_BUF_TOO_SMALL: Output buffer too small to hold retrieved secret [int] bytes are required, but [int] provided.

Explanation  There was an error retrieving the secret from the password store.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-PASSWD_STORE_REG_FAILED: Invalid registrar ID [dec].

Explanation  The component could not be registered for password store transcoding.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-PASSWD_STORE_STORAGE_NOT_INITIALIZED: Store failed because storage not initialized.

Explanation  An error has occurred while performing the password store operation because the storage is not initialized.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-PASSWD_STORE_STORAGE_TYPE_UNKNOWN: Unknown storage type [hex].

Explanation  An error has occurred while performing the password store operation because the specified storage type is unknown.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message  %SYSTEM-3-PASSWD_STORE_TRANSCODE_FAILED: Error encountered while transcoding secret(s) in component ID [dec].

Explanation  The secret in the specified component could not be transcoded.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://tools.cisco.com/Support/BugToolKit/. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-PRINT_NOT_READY: Print Task Not Ready. Unable to print data.

Explanation  The print task is not ready. The system is unable to print data.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-0-QUEUE_CREATE_FAIL: Failed to create a queue. Queue Name: '[chars]'

Explanation  The system has failed to create a queue.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %SYSTEM-3-REGID_FAIL: Registrar ID [dec] already in use. Possible memory corruption or trying to register the component twice

**Explanation** The Registrar ID is already in use. There is possible memory corruption or the system is trying to register the component twice.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message** %SYSTEM-3-REG_MAX_FAIL: Maximum number of registrations exceeded. Registrar ID:[dec] could not be registered.

**Explanation** The maximum number of registrations has been exceeded. The component could not be registered for NVRAM storage.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message** %SYSTEM-3-RESTORE_DFL_CONF_FAIL: Unable to restore default configuration.Registrar ID [dec].

**Explanation** The system is unable to restore the default configuration.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**Error Message** %SYSTEM-3-SYSAPI_ERR: System Error : [chars]

**Explanation** A system error occurred with the following string.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-6-SYSAPI_INFO: System Info : [chars]

Explanation  This is a system information message with the following string.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-VER_LEN_FAIL: Build version length verification failed.

Explanation  The build version length verification has failed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-VOL_SIZE_FAIL: Failed to get size of volume. File: [chars]

Explanation  The system has failed to get size of the volume.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %SYSTEM-3-VOL_WRITE_FAIL: Failed to write configuration file into flash. File Name: [chars].

Explanation  The system has failed to write the configuration file into the flash.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %SYSTEM-3-SYSAPI_ERR: System Error : [chars]

Explanation  A system error has occurred with the specified string.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
TFTP TOOL TRAPMGR and UPDATE System Messages

This chapter contains the following topics:

- TFTP Messages, page 25-1
- TOOL Messages, page 25-6
- TRAPMGR Messages, page 25-8
- UPDATE Messages, page 25-9

TFTP Messages

This section contains Trivial File Transfer Protocol (TFTP) messages.

**Error Message**  
%TFTP-3-FILE_RCV_FAIL: Error while receiving the file. File name: [chars]

**Explanation**  
An error has occurred while receiving the file.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%TFTP-3-FILE_READ_FAIL: Error while reading the local file. File Desc: [dec]

**Explanation**  
An error has occurred while reading the local file.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
TFTP Messages

http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %TFTP-3-FILE_SND_FAIL: Error while sending the file. File name: [chars]

Explanation An error has occurred while sending the file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %TFTP-4-FILE_TOO_BIG: FILE is too big. MAX allowed size for this file type is [dec]blocks ([dec] bytes).

Explanation The file is too big.

Recommended Action No action is required.

Error Message %TFTP-3-FILE_WRITE_FAIL: Error while writing [dec] bytes to file. Tftp error.

Explanation An error has occurred while writing to a file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %TFTP-4-INV_ACK_NUM: Invalid Ack received. The Ack number doesn’t match the request. Send block #[dec], got ACK for #[dec].

Explanation The system has detected an invalid ACK that is received. The ACK number does not match the request.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** `%TFTP-3-INV_COMMAND: Invalid tftp command: ‘[chars]’.`

**Explanation** The system has detected an invalid TFTP command.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** `%TFTP-3-INV_OPCODE: Invalid opcode being used by tftp server or data is corrupt. Opcode: [dec]`

**Explanation** The invalid opcode being used by the TFTP server or the data is corrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** `%TFTP-3-INV_STR_TRM: Error while reading internal buffer!. Invalid string termination.`

**Explanation** An error has occurred while reading the internal buffer. An invalid string termination has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %TFTP-4-INV_TFTP_MODE: Invalid tftp mode: '[chars]'. Possible modes are 'binary', 'octet' and 'ascii'

**Explanation**  The system has detected an invalid TFTP mode. The possible modes are binary, octet, and ASCII.

**Recommended Action**  No action is required.

**Error Message**  %TFTP-4-RETRY.SOCK.RCV_FAIL: Failed to receive a message through the tftp socket. Retrying to receive data.

**Explanation**  The system has failed to receive a message through the TFTP socket. The system is retrying to receive data.

**Recommended Action**  No action is required.

**Error Message**  %TFTP-3-SOCKET_BIND_FAIL: Failed to bind the socket for tftp. Tftp initialization failed.

**Explanation**  The system has failed to bind the socket for TFTP. TFTP initialization has failed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %TFTP-3-SOCKET_CREATE_FAIL: Failed to create socket for tftp. Tftp initialization failed.

**Explanation**  The system has failed to create a socket for TFTP. TFTP initialization has failed.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 25      TFTP TOOL TRAPMGR and UPDATE System Messages

TFTP Messages

**Error Message** %TFTP-3-SOCK_OPT_FAIL: Failed to configure the socket for tftp. Tftp initialization failed.

**Explaination** The system has failed to configure the socket for TFTP. TFTP initialization has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %TFTP-3-SOCK_RCV_FAIL: Failed to receive a message through the tftp socket. Check network connection and route.Port: [int]

**Explanation** The system has failed to receive a message through the TFTP socket.

**Recommended Action** Check the network connection and route.

**Error Message** %TFTP-3-SOCK_SND_FAIL: Failed to send a message through the tftp socket. Tftp Failure.Dest Port: [int]

**Explanation** The system has failed to send a message through the TFTP socket.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %TFTP-3-SOCK_TIMEOUT: TFTP Timeout no reply from TFTP server.Check network connection and route to the server.Time out between each retry: [dec].

**Explanation** The TFTP timeout has no reply from the TFTP server.

**Recommended Action** Check the network connection and route to the server.

**Error Message** %TFTP-3-TFTP_SVR_ERR: TFTP Server Error: [dec]: "[chars]".

**Explanation** A TFTP server error has occurred.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/.
TOOL Messages

This section contains tool subsystem (TOOL) messages.

**Error Message** %TOOL-3-FILECORRUPT: Footer offset ([dec]) past end of file ([dec] bytes) in file [chars]

**Explanation** The file is corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %TOOL-3-FILEIMGSIGCORRUPT: Error! Invalid image signature in file [chars]

**Explanation** The file is corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %TOOL-3-FILEMAP: Error: Unable to map file [chars]:errcode [chars]

**Explanation** The system has failed to map a file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %TOOL-3-FILEOPEN: Error opening filename <[chars]>: [chars].

Explanation  The system has failed to open a file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.


Explanation  The file is corrupted.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %TOOL-3-FOOTERMISMATCH: Error! Footer mismatch from header! ([address] != [address].

Explanation  The TLV is corrupted.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %TOOL-3-INSTALLTLV: Error [dec] installing TLV.

Explanation  An error occurred while installing a TLV.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %TOOL-3-SIGLENCORRUP: Error! signature length is corrupted!.

Explanation The signature length is corrupted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %TOOL-3-SIGTYPCORRUP: Error! Invalid signature type: [hex].

Explanation The signature type is corrupted.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %TOOL-3-TLVACTIONERR: Error: Invalid TLV action code [dec].

Explanation An improper action was passed upon to \n. The TLV is an invalid action code.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

TRAPMGR Messages

This section contains trap manager (TRAPMGR) messages.
Chapter 25  TFTP TOOL TRAPMGR and UPDATE System Messages

UPDATE Messages

This section contains messages related to system updates (UPDATE).

Error Message  %UPDATE-2-BINARY_XML: [chars].

Explanation  During a binary to XML configuration conversion, either a cfg or xml directory creation or temporary file creation has failed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %UPDATE-3-CERT_INST_FAIL: Failed to install Webauth certificate. rc = [dec]

Explanation  The system has failed to install a webauth certificate.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %TRAPMGR-3-CFG_FILE_WRITE_FAILED: Error on call to osapiFsWrite routine on config file [chars].

Explanation  An error has occurred while writing to the configuration file.

Recommended Action  No action is required.

Error Message  %TRAPMGR-3-DTL_EVENT_PORT_ENTRY: Failed registration for DTL_EVENT_PORT_BSR_TRAP_ENTRY.

Explanation  The system has failed the registration for the DTL event port trap entry.

Recommended Action  No action is required.

Error Message  %TRAPMGR-3-DTL_EVENT_PORT_EXIT: Failed registration for DTL_EVENT_PORT_BSR_TRAP_EXIT.

Explanation  The system has failed the registration for the DTL event port trap exit.

Recommended Action  No action is required.
**Error Message** %UPDATE-3-CP_CMD_FAIL: Error while copying webauth files to internal filesystem.

**Explanation** An error has occurred while copying webauth files to the internal file system.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.


**Explanation** The system is reading past the end of the file. The system has failed to install the downloaded software.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/tac](http://www.cisco.com/tac). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-3-FILE_OPEN_FAIL: Filed to open file [chars].

**Explanation** The system has failed to open a file.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/tac](http://www.cisco.com/tac). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %UPDATE-3-FILE_READ_FAIL: Error reading certificate file <[chars]>: [chars].

Explanation An error has occurred while reading a certificate file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %UPDATE-3-FILE_REN_FAIL: Unable to Rename file [chars] to [chars]: [chars].

Explanation The system is unable to rename a file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %UPDATE-3-FILE_WRITE_FAIL: Unable to write to <[chars]>: [chars].

Explanation The system is unable to write to a file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %UPDATE-3-FOTER_MISMACH: Error! Footer mismatch from header! ([address] != [address]). Failed to install downloaded s/w.

Explanation The footer and the header do not match. The system has failed to install the downloaded software.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-4-GET_PRIORITY_FAIL: Failed to get the priority of the process. Defaulting to 0. Process name: Execute Script

**Explanation** The system has failed to get the priority of the process. The system is defaulting to the 0. Process name: Execute Script.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-3-IMAGE_CORRUPT: Invalid data length [hex]. Image file is corrupted!

**Explanation** The system has detected an invalid data length. The image file is corrupted.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-3-INCMPLT_READ: Warning: Truncated read: Still [dec] bytes left to read.

**Explanation** A file read operation did not complete. The file may be corrupt.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Chapter 25  TFTP TOOL TRAPMGR and UPDATE System Messages

Error Message  %UPDATE-3-INCMPLT_WRITE: Warning: Truncated write. Error writing chunk size [dec], len left = [dec], total len = [dec].

Explanation  The system has detected a truncated write. An error occurred while writing to the file.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %UPDATE-3-INIT_TLV_FAIL: Error [dec] installing Temporal Logic Verifier (TLV). Failed to install downloaded s/w.

Explanation  The system has detected an error while installing the Temporal Logic Verifier (TLV). The system has failed to install the downloaded software.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %UPDATE-4-INV_EXT: Warning: Unknown File Type, extension: [chars].

Explanation  The system has detected an unknown file extension.

Recommended Action  No action is required.

Error Message  %UPDATE-3-INV_FILE_SIGN: Error! Invalid image signature!. Image may be corrupt.

Explanation  The system has detected an invalid image signature. The image may be corrupt.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %UPDATE-3-INV_FOOTER_OFFSET: Footer offset (dec) past end of file (dec) bytes). Sanity check failed on downloaded file.

**Explanation**  The footer is offset past the end of the file. A sanity check failed on the downloaded file.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %UPDATE-3-INV_SIGN: Invalid signature type: [hex]. Image file may be corrupted.

**Explanation**  The system has detected an invalid signature type. The image file may be corrupted.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %UPDATE-3-INV_TLV: Unknown Temporal Logic Verifier (TLV) code [dec] - ignored.

**Explanation**  The system has detected an unknown Temporal Logic Verifier (TLV) code and has ignored it.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %UPDATE-3-LICENSE_LOAD_FAIL: Failed to load license file [chars]. rc = [dec].

**Explanation**  The system has failed to load the license file.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
Error Message %UPDATE-3-MEM_MAP_FAIL: Unable to map to a shared file. File name: [chars]. [chars].

Explanation The system is unable to map to a shared file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %UPDATE-3-RAMDISK_5MB_FAIL: Error while loading webauth bundle. Could not create ramdisk of 5 MB. File name: [chars]

Explanation An error has occurred while loading a webauth bundle. The system could not create a RAM disk of 5 MB.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %UPDATE-3-RATE_DISABLE_FAIL: Failed to disable rate limiter in the NPU

Explanation The system has failed to disable a rate limiter in the NPU.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message: %UPDATE-3-RATE_ENABLE_FAIL: Failed to enable rate limiter in the NPU

Explanation: The system has failed to enable a rate limiter in the NPU.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.


Explanation: The system has failed to delete a TFTP rule.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message: %UPDATE-0-SEM_CREATE_FAIL: Couldn't create flash access semaphore. Internal system error.

Explanation: The system could not create a flash access semaphore.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message: %UPDATE-3-SEM_GIVE_FAIL: Failed to unlock the Tftp task. Tftp sub-system malfunctioning.

Explanation: The system has failed to unlock the TFTP task. The TFTP subsystem is malfunctioning.

Recommended Action: Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Chapter 25  TFTP TOOL TRAPMGR and UPDATE System Messages

UPDATE Messages

Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %UPDATE-3-SEM_TAKE_FAIL: Failed to lock on the Tftp task. Tftp sub-system malfunctioning.

Explanation The system has failed to lock on the TFTP task. The TFTP subsystem is malfunctioning.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.


Explanation The system has failed to set the process priority. The process name is Execute script.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %UPDATE-0-TASK_CREATE_FAIL: Failed to create a task. Task Name: XFER_BLINK

Explanation The system has failed to create a task. The task name is XFER_BLINK.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %UPDATE-3-UNTAR_CMD_FAIL: Error during untar of webauth bundle. Tar returned [dec].

**Explanation**  An error has occurred during an untar of the webauth bundle.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %UPDATE-3-MEM_ALLOC_FAIL: Could not allocate memory for filename. Bytes required [dec].

**Explanation**  The system could not allocate memory for the FTP filename.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %UPDATE-2-MOUNT_FAILED: [chars][dec].

**Explanation**  The system is unable to mount or unmount the AP image directory (/mnt/images).

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %UPDATE-0-SLOW_DOWNLOAD_MODE: System is running low on memory resources to complete upgrade on this controller. So, starting SLOW DOWNLOAD mode which will take more than normal transfer time.

**Explanation**  System detected low memory resources to complete upgrade and is switching to Slow Download mode.

**Recommended Action**  No action is required. This is just informational message.
USMDB WCP WEB and WPS System Messages

This chapter contains the following topics:

- USMDB Messages, page 26-1
- WCP Messages, page 26-9
- WEB Messages, page 26-18
- WPS Messages, page 26-22

USMDB Messages

This section contains usmDb API (USMDB) messages.

Error Message  %USMDB-3-MSGTAG001: usmDbAclSwapRuleIndex: The two indices, [dec], are the same.

Explanation  The two indices are the same.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %USMDB-3-MSGTAG002: usmDbAclSwapRuleIndex: ACL [chars] or rule [dec] does not exist.

Explanation  The ACL or rule does not exist.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
USMDB Messages

Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %USMDB-3-MSGTAG003: usmDbAclSwapRuleIndex: ACL [chars] or rule [dec] does not exist.

Explanation  The ACL or rule does not exist.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %USMDB-3-MSGTAG004: invalid arg(s) passed to usmDbCertsWebadminNameGet

Explanation  Invalid arguments are passed to usmDbCertsWebadminNameGet.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %USMDB-3-MSGTAG005: invalid arg(s) passed to usmDbCertsWebauthNameGet

Explanation  Invalid arguments are passed to usmDbCertsWebauthNameGet.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %USMDB-3-MSGTAG006: Cannot add Mobility Member, duplicate IP, Saved
Member:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], Member:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP: [dec].[dec].[dec].[dec]

Explanation  The system cannot add Mobility Member, duplicate IP, Saved
Member:[hex]:[hex]:[hex]:[hex]:[hex]:[hex] Member:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP:
[dec].[dec].[dec].[dec]

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %USMDB-6-MSGTAG007: Error on call to sysapiRegistryGet routine with keyUDI_PID.

Explanation  An error has occurred on a call to the sysapiRegistryGet routine with keyUDI_PID.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %USMDB-6-MSGTAG008: Error on call to sysapiRegistryGet routine with keyUDI_VID.

Explanation  An error has occurred on a call to the sysapiRegistryGet routine with keyUDI_VID.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message %USMDB-3-MSGTAG009: Error on call to sysapiRegistryGet routine with keySLOT_DATA_STRUCT.

Explanation An error has occurred on a call to the sysapiRegistryGet routine with keySLOT_DATA_STRUCT.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %USMDB-3-MSGTAG010: Error on call to sysapiRegistryGet routine with keyPORT_DATA_STRUCT.

Explanation An error has occurred on a call to the sysapiRegistryGet routine with keyPORT_DATA_STRUCT.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %USMDB-3-MSGTAG011: Error on call to sysapiRegistryGet routine with keySLOT_DATA_STRUCT.

Explanation An error has occurred on a call to the sysapiRegistryGet routine with keySLOT_DATA_STRUCT.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %USMDB-3-MSGTAG012: Error on call to sysapiRegistryGet routine with keyPORT_DATA_STRUCT.

**Explanation**  An error has occurred on a call to the sysapiRegistryGet routine with keyPORT_DATA_STRUCT.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %USMDB-3-MSGTAG013: Error on call to sysapiRegistryGet routine with keySLOT_DATA_STRUCT.

**Explanation**  An error has occurred on a call to the sysapiRegistryGet routine with keySLOT_DATA_STRUCT.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %USMDB-3-MSGTAG014: Error on call to sysapiRegistryGet routine with keyPORT_DATA_STRUCT.

**Explanation**  An error has occurred on a call to the sysapiRegistryGet routine with keyPORT_DATA_STRUCT.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %USMDB-3-MSGTAG015: Error on call to sysapiRegistryGet routine with keySLOT_DATA_STRUCT.

Explanation  An error has occurred on a call to the sysapiRegistryGet routine with keySLOT_DATA_STRUCT.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %USMDB-3-MSGTAG016: Failed to open [chars]

Explanation  The system has failed to open [chars].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %USMDB-3-MSGTAG017: Couldn’t create flash write semaphore.

Explanation  The system could not create a flash write semaphore.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %USMDB-6-MSGTAG018: Setting hardware time to [dec] [dec] [dec] [dec]:[dec]:[dec]

Explanation  The system is setting the hardware time to [dec] [dec] [dec] [dec]:[dec]:[dec].

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %USMDB-3-MSGTAG019: unable to work out gmtime.

**Explanation**  The system is unable to work out gmtime.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %USMDB-4-MSGTAG020: usmDbTimeGet:Buffer supplied too small [dec]<27 bytes

**Explanation**  Buffer provided is less than the required 27 bytes.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %USMDB-4-MSGTAG028: LAG in transition.switch reboot DUE..!!!

**Explanation**  LAG is in transition. A switch reboot is due.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message** %USMDB-3-MSGTAG029: License operation failed with rc : [chars]..!!!

**Explanation** A license operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** USMDB-0-MSGTAG030: Upgraded ER image required to show version. For information regarding Emergency image Version, please refer Controller documents.

**Explanation** An upgraded ER image is required to see the version of the image. For information regarding the emergency image version, see the controller documentation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** USMDB-0-MSGTAG031: %s: Null pointer passed in.

**Explanation** The null pointer has been passed to a function.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** USMDB-0-MSGTAG032: %s: Buffer for feature name is not big enough.

**Explanation** The buffer for the feature name is not big enough.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message USMDB-0-MSGTAG033: AP software being upgraded.

Explanation The access point software is being upgraded.

Recommended Action No action is required.

Error Message USMDB-0-MSGTAG034: usmDbMmMwarAdd: Mobility anchorMac: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]:IP: %d.%d.%d.%d lost while updating the group name.

Explanation Mobility anchorMac: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]:IP: %d.%d.%d.%d has been lost while updating the group name.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

WCP Messages

This section contains Wireless Control Protocol (WCP) messages.

Error Message %WCP-3-BUFF_ALLOC_FAILED: Out of System buffers.

Explanation The system is out of system buffers.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
Error Message  %WCP-3-BUFF_INVALID: The message buffer received for processing is invalid.

Explanation  The message buffer received for processing is invalid.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %WCP-3-BUFF_LEN_LOW: The length of the buffer [dec] bytes, is not enough to hold the data of size [dec] bytes.

Explanation  The length of the buffer is not enough to hold the data.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %WCP-0-CREAT_MUTEX_FAILED: Failed to Create SNMP mutex for WCP task.

Explanation  The system has failed to create an SNMP mutex for the WCP task.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %WCP-0-CREAT_TASK_FAILED: Failed to Create WCP Task.

Explanation  The system has failed to create the WCP task.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %WCP-3-DISABLE_VAP_FAILED: Failed to disable the WLANs associated with the interface [chars].

**Explanation** The system has failed to disable the WLANs associated with the interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %WCP-3-GET_ADMINSTATE_ERR: Failed to get the admin state for the interface [dec].

**Explanation** The system has failed to get the admin state for a specified interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %WCP-3-GET_GATEWAY_FAILED: Failed to get the gateway for the interface [chars].

**Explanation** The system has failed to get the gateway for an interface.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %WCP-3-GET_IPADDR_FAILED: Failed to get the IP address for the interface [chars].

**Explanation**  The system has failed to get the IP address for an interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WCP-3-GET_MASK_FAILED: Failed to get the net mask for the interface [chars].

**Explanation**  The system has failed to get the netmask for an interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WCP-3-GET_VLAN_FAILED: Failed to get the vlan id for the interface [chars].

**Explanation**  The system has failed to get the VLAN ID for an interface.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WCP-3-INTERNAL_INTF_NUM_ERR: Failed to get the first available internal interface number.

**Explanation**  The system has failed to get the first available internal interface number.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %WCP-3-INVALID_REQ_TYPE: Controller got request for invalid TLV type [chars].

Explanation  The controller received a request for an invalid TLV type.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %WCP-3-INVALID_SLOT_PORT: The next valid slot and port cannot be retrieved for the slot [dec] and port [dec]

Explanation  The next valid slot and port cannot be retrieved.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %WCP-3-IOCTL_FAILED: The ioctl system call failed for the option [chars].

Explanation  The IOCTL system call has failed.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  %WCP-3-KEEPALIVE_LOST: Lost keepalives from [chars].

**Explanation**  The system has lost keepalives. The expected event on a socket did not occur.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WCP-3-MGMT_GATEWAY_ILLEGAL: Management interface gateway [chars] is illegal.

**Explanation**  The management interface gateway is illegal.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WCP-3-MGMT_IP_ILLEGAL: Management interface IP address [chars] is illegal.

**Explanation**  The management interface IP address is illegal.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WCP-3-MGMT_NETMASK_ILLEGAL: Management interface netmask [chars] is illegal.

**Explanation**  The management interface netmask is illegal.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the
Technical Assistance Center via the Internet at 
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical 
support representative and provide the representative with the information you have gathered.

**Error Message**  %WCP-3-MSG_LEN_ZERO: The message received for processing has zero 
length.

**Explanation**  The message received for processing has a zero length.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. 
Research and attempt to resolve the issue using the tools and utilities provided at 
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities 
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at 
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the 
Technical Assistance Center via the Internet at 
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical 
support representative and provide the representative with the information you have gathered.

**Error Message**  %WCP-3-MSG_TYPE_UNKNOWN: Unknown message type [dec] received for 
processing.

**Explanation**  An unknown message type has been received for processing by the WCP task.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. 
Research and attempt to resolve the issue using the tools and utilities provided at 
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities 
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at 
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the 
Technical Assistance Center via the Internet at 
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical 
support representative and provide the representative with the information you have gathered.

**Error Message**  %WCP-3-PDU_TRANSMIT_FAILED: Failed to transmit the PDU for the command 
[chars].Return code:[dec].

**Explanation**  The system has failed to transmit the WCP PDU to the SCP.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. 
Research and attempt to resolve the issue using the tools and utilities provided at 
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities 
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at 
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the 
Technical Assistance Center via the Internet at 
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical 
support representative and provide the representative with the information you have gathered.
Error Message  %WCP-3-SEM_TAKE_FAILED: Could not take a semaphore lock on the global
snmp structure.

Explanation  The system could not take a semaphore lock on the global SNMP structure.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %WCP-3-SET_IPADDR_FAILED: Failed to set IP address for the interface
[chars].

Explanation  The system has failed to set the IP address for an interface.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %WCP-3-SET_VLAN_FAILED: Failed to set vlan ID for the interface
[chars].

Explanation  The system has failed to set the VLAN ID for an interface.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical
support representative and provide the representative with the information you have gathered.

Error Message  %WCP-3-SOCK_CREAT_FAILED: Failed to create a datagram socket.

Explanation  The system has failed to create a datagram socket.

Recommended Action  Copy the message exactly as it appears on the console or in the system log.
Research and attempt to resolve the issue using the tools and utilities provided at
http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %WCP-3-SOCK_OPT_FAILED: Failed to set the socket option [chars].

Explanation The system has failed to set the socket option.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %WCP-3-SOCK_RECV_FAILED: Failed to receive a packet from ip address [chars]: port [dec].

Explanation The system has failed to receive a packet on a socket.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %WCP-3-SOURCE_INVALID: The message buffer received for processing is from an invalid source.

Explanation The message buffer received for processing is from an invalid source.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %WCP-7-WCP_PORT_BOUNDED: WCP task is bound to port number [dec].

Explanation The port number to which the WCP task is bound to is displayed.

Recommended Action No action is required.
WEB Messages

This section contains web (WEB) messages.

Error Message %WEB-3-FORM_SUBMIT_FAILED: Form submission failed for file: [chars]. No action taken.

Explanation A form submit action has failed on the HTML file.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %WEB-3-INVALID_ACCESS_LEVEL: Access level is invalid for SNMPv3 user [chars].

Explanation The access level is invalid for this SNMPv3 user.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %WEB-3-INVALID_AP_KEY: Invalid AP Hash Key Provided

Explanation The system has detected an invalid AP hash key.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WEB-3-INVALID_AUTH_PROTO: Invalid authentication protocol for SNMPv3 user [chars].

**Explanation**  The authentication protocol is invalid for the SNMPv3 user.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WEB-3-INVALID_NLS_TOKEN: NLS String [[dec]] Not Found.

**Explanation**  The NLS string has not been found.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WEB-3-INVALID_PRIV_PROTO: Unknown privacy protocol for SNMPv3 user [chars].

**Explanation**  The system has detected an unknown privacy protocol for the SNMPv3 user.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
WEB Messages

Error Message %WEB-3-INVALID_TFTP_DNLDCODE: TFTP download failed with unknown failure code.

Explanation A TFTP download has failed. The failure code is unknown.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %WEB-3-INVALID_USERNAME: EwsContext cachedUsername is empty!

Explanation The cached username is empty.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %WEB-3-LOCAL_AUTH_FAILED: # (prty_order_local_auth.html) Form Submission Failed. NoAction Taken..

Explanation Form submission has failed.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message %WEB-3-NLS_LIST_NOT_FOUND: NLS List [[chars]] not found.

Explanation The NLS List has not been found.

Recommended Action Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %WEB-3-NLS_STR_NOT_FOUND: NLS String [[dec]] Not Found for Key: [chars]

**Explanation** The NLS string has not been found.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %WEB-3-PARTY_ORDER_NET_FAILED: # (prty_order_net.html) Form Submission Failed. No Action Taken.

**Explanation** Form submission has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %WEB-3-USDB_SAVE_FAILED: The Local Users Database could not be saved to flash.

**Explanation** The local users database could not be saved to the flash.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**WPS Messages**

This section contains wireless protection policy (WPS) messages.

**Error Message** %WEB-3-USER_NOT_PRIVILEDGED: Form Submission Failed. The user doesn’t have the right privileges.

**Explanation** Form submission has failed. The user does not have the correct privileges.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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**WPS Messages**

This section contains wireless protection policy (WPS) messages.

**Error Message** %WPS-6-CONVERT_OLD_SIG_TO_NEW: Old version of signature configuration file detected.

**Explanation** An old version of the signature configuration file has been detected. Convert it to the new format.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** %WPS-3-ERR_OPEN_SIG: Error opening new sig file

**Explanation** An error has occurred while opening a new signature file.

**Recommended Action** Make sure the signature file is downloaded properly.

**Error Message** %WPS-3-ERROR_MASK_NON_HEX: mask string [chars] has non-Hex digits

**Explanation** A mask string has the non-Hex digits.

**Recommended Action** Specify a mask string that has Hex digits.

**Error Message** %WPS-3-ERROR_PARSE_CST_SIG: Error parsing custom sig file.

**Explanation** An error has occurred while parsing the custom signature file.

**Recommended Action** Download a new custom signature file to the system.
Error Message  %WPS-3-ERRORPARSE_SIG_LINE: Error parsing at line [dec] of new sig file

Explanation  An error has occurred while parsing at the line of a new signature file.

Recommended Action  Ensure the signature line has the proper syntax.

Error Message  %WPS-3-ERRORPARSE_STD_SIG_FILE: Error parsing standard sig file.

Explanation  An error has occurred while parsing a standard signature file.

Recommended Action  Download a new standard signature file to the system.

Error Message  %WPS-3-ERROR_PATTERN_NON_HEX: pattern string [chars] has non-Hex digits

Explanation  A pattern string has the non-Hex digits.

Recommended Action  Specify a pattern string with Hex digits.

Error Message  %WPS-3-ERROR_RETRIEVE_FILE: Error reading file [chars] from flash

Explanation  An error has occurred while retrieving a file from the flash.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message  %WPS-3-ERROR_SEND_SIG_ADD: Error sending sig Add message to LWAPP

Explanation  An error has occurred while sending a signature add message to the LWAPP.

Recommended Action  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.
**Error Message**  
%WPS-3-ERROR_SEND_SIG_DISABLE_MSG: Error sending sig disable message to LWAPP

**Explanation**  
An error has occurred while sending a signature disable message to the LWAPP.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%WPS-3-ERROR_SEND_SIG_ENABLE_MSG: Error sending sig enable message to LWAPP

**Explanation**  
An error has occurred while sending a signature enable message to the LWAPP.

**Recommended Action**  
Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  
%WPS-3-ERR_PARSE_REV: Error parsing revision number

**Explanation**  
An error has occurred while parsing a signature revision number.

**Recommended Action**  
Make sure that the revision number is 1.

**Error Message**  
%WPS-3-ERR_RD_LN: Error reading line [dec] from new sig file

**Explanation**  
An error has occurred while reading a line from the new signature file.

**Recommended Action**  
Ensure the signature line has the proper syntax.

**Error Message**  
%WPS-3-ERR_READ_SIG_REV: Error reading sig revision number

**Explanation**  
An error has occurred while reading the signature revision number.

**Recommended Action**  
Specify the revision number at the first line of the signature file.
**Error Message**  %WPS-3-FAIL_MERGE_SIG: unable to merge rev [chars] sig with existing sig

**Explanation**  The system is unable to merge signatures with existing signatures.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WPS-3-FAIL_NOTIFY_LWAPP_SIG_FILE: Unable to notify LWAPP of new sig file

**Explanation**  The system is unable to notify the LWAPP of a new signature file.

**Recommended Action**  Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at [http://www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html). With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at [http://tools.cisco.com/Support/BugToolKit/](http://tools.cisco.com/Support/BugToolKit/). If you still require assistance, open a case with the Technical Assistance Center via the Internet at [http://tools.cisco.com/ServiceRequestTool/create/launch.do](http://tools.cisco.com/ServiceRequestTool/create/launch.do), or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message**  %WPS-6-IDS_TOKEN_INTERVAL_DEF: Sig Interval set to default

**Explanation**  The signature interval has been set to the default.

**Recommended Action**  No action is required.

**Error Message**  %WPS-3-INVALID_SIG_TOKEN: Invalid sig token [chars]

**Explanation**  The system has detected an invalid signature token.

**Recommended Action**  Correct the signature token that is invalid.

**Error Message**  %WPS-3-INV_VER: Error invalid version [chars]

**Explanation**  The error signature version is invalid.

**Recommended Action**  Ensure that the revision number is 1.
WPS Messages

**Error Message** %WPS-4-MFP_INVALID_EVENT_TYPE: MFP Ignoring invalid event type ([int])
from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** MFP ignores the invalid event type.

**Recommended Action** This is a debug message only. No action is required.

**Error Message** %WPS-3-MFP_LINK_MISSING: MFP Missing link at the [chars] of table

**Explanation** MFP is missing a link in the table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %WPS-0-MFP_STAT_NO_QUEUE: MFP Stats task has no queue

**Explanation** The MFP statistics task has no queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %WPS-3-MFP_UNLINK_ERR: MFP Can’t unlink entry from table

**Explanation** MFP cannot unlink an entry from the table.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %WPS-3-MISSING_SIG_TOKEN: Missing token, the symbol parsed=[chars]

**Explanation** A signature token is missing.

**Recommended Action** Correct the signature token that is missing.
Error Message  %WPS-3-NO_SIG_REV: Sig file does not have revision number

Explanation  The signature file does not have a revision number.

Recommended Action  Specify the revision number at the first line of the signature file, which has to be a of value 1.

Error Message  %WPS-3-NO_VALUE_SIG_TOKEN: No value specified for token [chars]

Explanation  No value is specified for the signature token.

Recommended Action  Specify the value for the token.

Error Message  %WPS-3-READ_SIG_FILE_FAIL: Error reading line [dec] of new signature file

Explanation  The system cannot read a new signature file.

Recommended Action  Check the signature file on the line to ensure it has the proper syntax.


Explanation  The signature alarm is off.

Recommended Action  This is a debug message only. No action is required.

Error Message  %WPS-4-SIG_ALARM_OFF_CONT: ...continue, source mac= [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

Explanation  ...continue. The signature alarm is off.

Recommended Action  This is a debug message only. No action is required.

Error Message  %WPS-3-SIG_PTRN_DEL_NUM_INV: illegal number of pattern delimiters [chars].

Explanation  The number of pattern delimiters is invalid.

Recommended Action  The maximal delimiter number is 3.


Explanation  The signature pattern is invalid.

Recommended Action  Correct the signature pattern.
WPS Messages

Error Message  %WPS-3-SIG_PTRN_INV_OFF: invalid offset [chars] in Version 1 signature

Explanation  The signature pattern offset is invalid.

Recommended Action  Specify the correct pattern offset.

Error Message  %WPS-3-SIG_PTRN_INV_OFF_MAX: offset [chars] in Version 1 signature too big; max value = [dec]

Explanation  The signature pattern offset value is invalid.

Recommended Action  Specify the correct pattern offset value.

Error Message  %WPS-3-SIG_PTRN_INV_OFF_STRT_D: invalid pattern offset Start value [dec] in Version 1 signature

Explanation  The signature pattern offset start is invalid.

Recommended Action  Specify the correct offset start value.

Error Message  %WPS-3-SIG_PTRN_INV_OFF_STRT_S: invalid pattern offset Start value [chars] in Version 1 signature

Explanation  The signature pattern offset start is invalid.

Recommended Action  Specify the correct offset start value.

Error Message  %WPS-3-SIG_PTRN_LEN_OVER: pattern string cannot specify more than [dec] octets in Version 1 signatures

Explanation  The pattern string length is too big.

Recommended Action  Specify the correct pattern string.

Error Message  %WPS-3-SIG_PTRN_MASK_EQ: pattern string and mask must be of equal length in Version 1 signatures

Explanation  The pattern string and mask must have an equal length.

Recommended Action  Make sure that the pattern string and mask have an equal length.

Error Message  %WPS-3-SIG_PTRN_MASK_EVEN: pattern string and mask must have an even number of bytes in Version 1 signatures

Explanation  The pattern string and mask must have an even number of bytes.

Recommended Action  Make sure that the pattern string and mask have an even number of bytes.
Chapter 26 USMDB WCP WEB and WPS System Messages

WPS Messages

Error Message %WPS-3-SIG_PTRN_MASK_NULL: pattern string and mask have no any bytes specified

Explanation The pattern string and mask do not have any bytes specified.

Recommended Action Specify the pattern and mask.

Error Message %WPS-3-SIG_PTRN_MASK_STR_INV: [chars] string [chars] has non-Hex digits

Explanation The signature pattern or mask string is invalid. It has non-Hex digits.

Recommended Action Make sure that the signature pattern or mask string has Hex digits.

Error Message %WPS-3-SIG_PTRN_MISSING: invalid pattern [chars] in Version 1 signature: missing [chars].

Explanation The signature pattern is invalid.

Recommended Action Correct the signature pattern.

Error Message %WPS-3-SIG_PTRN_PARSE_FAIL: Error parsing pattern [chars] in Version 1 signature

Explanation An error has occurred while parsing the token pattern.

Recommended Action Specify the correct pattern.

Error Message %WPS-3-SIG_STR_INV: [chars] string must begin with '0x' in Version 1 signatures

Explanation The signature pattern is invalid.

Recommended Action Specify the correct signature pattern.

Error Message %WPS-3-SIG_TOKEN_DUP: Sig [chars] must be unique, the '[chars]' repeats

Explanation The signature token is not unique.

Recommended Action Specify a unique signature token.

Error Message %WPS-3-SIG_TOKEN_DUP_PRECED: Sig precedence must be unique, the [dec] repeats

Explanation The signature token precedence is not unique.

Recommended Action Specify a unique precedence ID.
**Error Message** %WPS-3-SIG_TOKEN_NUM_INV: Version 1 sig cannot have more than [dec] tokens per line

**Explanation** Version 1 signatures cannot have more than 15 tokens per line.

**Recommended Action** Specify a signature that has less than 15 tokens.

**Error Message** %WPS-3-SIG_TOKEN_WRONG_SIGID: Sig Id [dec] is not valid

**Explanation** The signature token SigId is not valid.

**Recommended Action** Specify a valid signature ID.

**Error Message** %WPS-3-SIG_VER_UNSUP: Signature version number [chars] is unsupported

**Explanation** The signature version number is unsupported.

**Recommended Action** Make sure that the revision number is 1.

**Error Message** %WPS-3-TOKEN_MISSING_INVALID: Missing or invalid '[chars]' token in Version 1 sig

**Explanation** There is a missing or invalid token in the Version 1 signature.

**Recommended Action** Correct the invalid token.

**Error Message** %WPS-3-TOKEN_PARSE_FAIL: Error processing '[chars]' token in Version 1 signature

**Explanation** The signature token processing has failed.

**Recommended Action** Rectify the token.

**Error Message** %WPS-3-TYPE_TOKEN_INV_GT: In Version 1 signatures, '[chars]' can not have a value greater than [dec]

**Explanation** The signature token value is invalid.

**Recommended Action** Specify the correct value for the token.

**Error Message** %WPS-3-TYPE_TOKEN_INV_VAL1: In Version 1 signatures, '[chars]' can only have value [chars]

**Explanation** The signature token value is invalid.

**Recommended Action** Specify the correct value for the token.
**Error Message**  %WPS-3-TYPE_TOKEN_INV_VAL2: In Version 1 signatures, ‘[chars]’ can only have value [chars] or [chars]

**Explanation**  The signature token value is invalid.

**Recommended Action**  Specify the correct value for the token.

**Error Message**  %WPS-3-TYPE_TOKEN_INV_VAL3: In Version 1 signatures, ‘[chars]’ can only have value [chars], [chars], or [chars]

**Explanation**  The signature token value is invalid.

**Recommended Action**  Specify the correct value for the token.

**Error Message**  %WPS-4-UNSUPPORT_SIG_VER: Unsupported sig version on line [dec], ignoring signature

**Explanation**  There is an unsupported signature version. The system is ignoring the signature.

**Recommended Action**  Make sure that the revision number is 1.

**Error Message**  %WPS-3-VER_NOT_FOUND: Error version number not found

**Explanation**  The signature version number has not been found.

**Recommended Action**  Specify a revision number that has a value of 1.

**Error Message**  %WPS-3-VER_NUM_MISSING_INVALID: Error at line [dec] of new signature file: version number is missing or invalid

**Explanation**  The version number is missing or invalid.

**Recommended Action**  Specify the revision number at the first line of the signature file, which has to be a value of 1.