



## **Cisco Wireless LAN Controller System Message Guide**

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## Preface

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This preface describes who should read this guide, how it is organized, and its document conventions.

## Audience

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

## Organization

The major sections of this publication are as follows:

Chapter	Description
1	Describes how to read a system or error message.
2	Contains new and changed system or error messages that first appear in a particular software release.
3	Contains message descriptions and recovery procedures.

## Related Documentation

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

- Quick Start Guide: Cisco 2000 Series Wireless LAN Controllers
- Quick Start Guide: Cisco 2100 Series Wireless LAN Controllers
- Quick Start Guide: Cisco 4400 Series Wireless LAN Controllers
- Cisco Wireless LAN Controller Command Reference
- Cisco Wireless Control System Configuration Guide

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

## Conventions

Screen examples use the following conventions:

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

Notes use the following conventions:



### Note

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

# Obtaining Documentation, Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

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





# CHAPTER 1

## System Message Overview

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

This chapter contains the following sections:

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

## System Message Structure

System messages are structured as follows:

`%FACILITY-SEVERITY-MNEMONIC: Message-text`

- FACILITY code

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

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

- SEVERITY level

The severity level is a single-digit code from 0 to 7 that reflects the severity of the condition. The lower the number, the more serious the situation. [Table 1-1](#) lists the message severity levels.

**Table 1-1** Message Severity Levels

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

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

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

- MNEMONIC code

The MNEMONIC code uniquely identifies the message.

- Message text

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 here by short strings enclosed in square brackets ([ ]). A decimal number, for example, is represented as [dec]. [Table 1-2](#) lists the variable fields in messages.

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

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

## System Message Example

The following is an example of a system message:

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

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

## Searching for System Messages in Online Documentation

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

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





# CHAPTER 2

## New and Changed System Messages

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This chapter contains new and changed system messages in particular Cisco Wireless LAN Controller software releases.

- [Controller Software Release 5.2, page 2-1](#)
- [Controller Software Release 5.1, page 2-45](#)
- [Controller Software Release 5.0, page 2-61](#)

### Controller Software Release 5.2

The following messages first appear in controller software release 5.2:

**Error Message** %AAA-3-GUEST\_INFO\_MALLOC\_FAILED: Unable to allocate memory for guest account information of user [chars].

**Explanation** 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/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** %AAA-3-UPDATE\_GUESTINFO\_AT\_LOGIN\_FAILED: Unable to update guest user information at login for [chars]. [chars].

**Explanation** Unable to update guest user information at login.

**Recommended Action** Copy the message exactly as it appears on the 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** %AAA-3-UPDATE\_GUESTINFO\_AT\_LOGOUT\_FAILED: Unable to update guest user information at logout for [chars]. [chars].

**Explanation** Unable to update guest user information at logout.

**Recommended Action** Copy the message exactly as it appears on the 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** %AAA-3-USER\_NAME\_INVALID: Invalid username provided. [chars].

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

**Error Message** %APF-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-INVALID\_MTU: Invalid MTU ([int]) Discarding packet to AP [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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-MOBILE\_ENTRY\_NAC\_STATE\_SET\_FAILED: Could not set NAC state for Mobile Station Entry. [chars]. Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-3-SITE\_FAILURE: Cannot find apgroup [chars]

**Explanation** Cannot find database for the AP group.

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

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

**Explanation** Value in 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 AP group for the AP.

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

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

**Error Message** %APF-3-SITE\_NULL\_WLAN: Invalid value 0 for WLAN

**Explanation** WLAN 0 is not valid.

**Recommended Action** No action is required.

**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 database. 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/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** %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** 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/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** %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/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** %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/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** %CAPWAP-3-DISC\_AP\_MGR\_ERR1: Unable to process primary discovery request from AP on interface ([int]), VLAN ([int]), could not get AP manager [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

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

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

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

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

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

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

**Recommended Action** No action is required.

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

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

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

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

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

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

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

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

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

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

**Explanation** 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/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** %CAPWAP-3-DTLS\_CLOSED\_ERR: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]: DTLS connection closed for AP [int]:[int]:[int]:[int] ([int]), Controller: [int]:[int]:[int]:[int] ([int]) [chars]

**Explanation** 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/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** %CAPWAP-3-DTLS\_CONN\_ERR: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]: DTLS connection not found for AP [int]:[int]:[int]:[int] ([int]), Controller: [int]:[int]:[int]:[int] ([int]) [chars]

**Explanation** DTLS connection 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 **show ap summary** or **show dtls connection** to see if the AP entry exists in 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** Unable to create 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/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** %CAPWAP-3-DTLS\_DEL\_ERR: Failed to disconnect DTLS connection for AP [int].[int].[int].[int] ([int]).

**Explanation** Unable to delete 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/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** %CAPWAP-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 to see if the AP has rebooted or if it has been removed from the network. Also ensure that there 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/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** %CAPWAP-3-HDR\_ENCAP\_ERR: Unable to encapsulate CAPWAP header for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** 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/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** %CAPWAP-3-HDR\_ENCAP\_ERR2: Unable to encapsulate CAPWAP header for AP [int].[int].[int].[int]:[int]

**Explanation** 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/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** %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** Ignoring the image download request from the AP because the maximum number of concurrent image download requests are in progress. This condition is a temporary. Future attempts by the AP might succeed.

**Recommended Action** No action is required.

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

**Explanation** Due to an internal error, image for the AP requesting 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/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** %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, image for the AP requesting 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/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** %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/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** %CAPWAP-3-INVALID\_MSG: 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/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** %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/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** %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/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** %CAPWAP-3-INVALID\_PAYLOAD2: Invalid message element [dec] in [chars]

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

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

**Explanation** Invalid preamble type in 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/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** %CAPWAP-3-INVALID\_RET\_CODE: Invalid result code [dec]. Failed to [chars]

**Explanation** An invalid result code 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/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** %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/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** %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, 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/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** %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/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** %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/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** %CAPWAP-3-LRAD\_MTU\_ERR: Failed to set MTU [dec] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** 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/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** %CAPWAP-3-MBUF\_ERR: No more system buffers, could not receive CAPWAP packet

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

**Explanation** 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/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** %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 get 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/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** %CAPWAP-3-MTU\_INIT\_ERR: Failed to initialize global MTU. Multicast traffic will be affected.

**Explanation** Initialization of global path MTU 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/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** %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 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/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** %CAPWAP-3-REASSEM\_LOCK\_ERR: Could not obtain exclusive access to reassembly table for [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Access to internal reassembly database failed. 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/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** %CAPWAP-3-REASSEM\_MAX\_FRAG: Received more fragments ([dec]) than supported. Dropping message from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Received more CAPWAP fragments than supported. 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/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** %CAPWAP-3-REASSEM\_MAX\_SIZE: Unable to accommodate fragments from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Total size of the CAPWAP fragments is greater than the supported limit. Reassembly fails, 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/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** %CAPWAP-3-REASSEM\_SPACE: Unable to store capwap fragment from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Failed to store CAPWAP fragment. Reassembly fails, 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/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** %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/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** %CAPWAP-3-RESTART\_ECHO\_TIMER\_ERR: Failed to restart heart beat timer for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Tearing down CAPWAP connection. 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** Unable to allocate a lock for handling operations on the internal database. Exclusive access to information in this might therefore not be possible, leading to data corruption. 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/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** %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 database 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/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** %CAPWAP-3-SIMUL\_DTLS\_HANDSHAKES: Ignoring discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - maximum number of simultaneous dtls sessions([int]) exceeded

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

**Recommended Action** No action is required.

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

**Explanation** An internal error has occurred, 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/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** %CAPWAP-3-SOCK\_ERR2: Socket select error ([dec])

**Explanation** An internal error caused a temporary failure in a message handling process. The system is attempting to recover from this situation.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %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/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** %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/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** %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/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** %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 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/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** %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/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** %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/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** %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/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** %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/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** %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/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** %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/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** %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/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** %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/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** %DTL-3-APID\_DEL\_FAILED: Unable to delete AP Id entry due to [chars] (= [dec])

**Explanation** 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/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** %DTL-6-ARP\_ADD\_FAILED: Unable to insert an ARP entry for [dec].[dec].[dec].[dec] to the ARP table.

**Explanation** Unable to insert an ARP entry into the ARP table.

**Recommended Action** No action is required.

**Error Message** %DTL-3-MOBTUN\_ADD\_FAILED: Unable to configure Mobility tunnel. [chars]. port=[dec] vlan=[dec]

**Explanation** Unable to configure 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/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** %DTL-3-MOBTUN\_DEL\_FAILED: Unable to delete Mobility tunnel due to [chars]. port=[dec]

**Explanation** Unable to delete 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/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** %DTL-3-TUN\_ADD\_TO\_RG\_FAILED: Unable to add AP to multicast replication group. [chars]. ([dec])

**Explanation** Unable to add AP to 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/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** %DTL-3-TUN\_DEL\_TO\_RG\_FAILED: Unable to delete AP from multicast replication group. [chars]. ([dec])

**Explanation** Unable to delete AP from 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/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** %DTLS-3-ALLOC\_FAILED: Resource allocation failed\n

**Explanation** Failure to allocate resource to complete the requested DTLS operation.

**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/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** %DTLS-4-BAD\_CERT: Certificate verification failed. Peer IP: [int].[int].[int].[int]\n

**Explanation** DTLS peer presented an invalid certificate.

**Recommended Action** No action is required.

**Error Message** %DTLS-4-BAD\_COOKIE: DTLS cookie verification failed. Peer IP: [int].[int].[int].[int]\n

**Explanation** DTLS peer presented an invalid cookie.

**Recommended Action** No action is required.

**Error Message** %DTLS-6-DUPLICATE\_RECORD: Duplicate record received - ignored.\n

**Explanation** A duplicate record was received. It is silently ignored

**Recommended Action** No action is required.

**Error Message** %DTLS-5-ESTABLISHED: DTLS connection established on local port [int]\n

**Explanation** DTLS connection 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** DTLS connection established on peer.

**Recommended Action** No action is required.

**Error Message** %DTLS-3-HANDSHAKE\_FAILURE: Failed to complete DTLS handshake with peer [int].[int].[int].[int]\n

**Explanation** Error encountered during DTLS handshake. Session will be closed.

**Recommended Action** Re-establish DTLS session.

**Error Message** %DTLS-3-HANDSHAKE\_TIMEOUT: Failed to complete DTLS handshake with peer [int].[int].[int].[int]\n

**Explanation** DTLS handshake timeout.

**Recommended Action** Re-establish DTLS session.

**Error Message** %DTLS-3-HASH: DTLS connection hash table error - [chars].\n

**Explanation** Error encountered accessing DTLS connection hash table.

**Recommended Action** No action is required.

**Error Message** %DTLS-3-LIBRARY\_ERROR: [chars] while communicating with peer [int].[int].[int].[int]\n

**Explanation** Unexpected value returned from underlying DTLS library.

**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/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** %DTLS-5-PEER\_DISCONNECT: DTLS peer [int].[int].[int].[int] has closed connection.\n

**Explanation** DTLS peer has sent a message to close the connection.

**Recommended Action** No action is required.

**Error Message** %DTLS-3-PKI\_ERROR: PKI initialization error : [chars] \n

**Explanation** Error encountered while initializing PKI for DTLS.

**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/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** %DTLS-3-RECORD\_ERROR: Erronous record received - [chars].\n

**Explanation** An invalid record was received. It is silently ignored

**Explanation** 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/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** %DTLS-6-RECORD\_IGNORED: Record ignored - [chars].\n

**Explanation** The record is ignored for the reason specified in error message.

**Recommended Action** No action is required.

**Error Message** %DTLS-3-UNKNOWN\_CONNECTION: Local port [int] is not associated with any established DTLS connection\n

**Explanation** 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** %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.

**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 was detected 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/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-2-MOUNT\_FAILED: [chars][dec].

**Explanation** 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/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** %LICENSE\_IMAGE\_APPLICATION-3-FAILED: [chars], rc = [dec]

**Explanation** The licensing subsystem failed to create a process or a watched boolean to watch 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/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** %LOG-3-RAW\_FILE\_OPEN\_FAIL: Unable to open raw partition: [chars].  
Error: [chars]

**Explanation** 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/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** %LOG-3-RAW\_FILE\_READ\_FAIL: Unable to read from the raw partition:  
[chars]. Error: [chars]

**Explanation** 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/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** %LOG-3-WD\_FILE\_CREAT\_FAIL: Unable to create the watchdog file: [chars]. Error: [chars]

**Explanation** 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/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** %LOG-3-WD\_FILE\_WRITE\_FAIL: Unable to write to the file: [chars]. Error: [chars]

**Explanation** 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/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** %LOG-3-WD\_TOTAL\_INVALID: Total bytes of watchdog data read from the raw device is invalid: [dec].

**Explanation** Total bytes of watchdog data read from the raw device 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-6-CAPWAP\_CREATED\_AP: Discarding LWAPP [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] since AP entry is created in CAPWAP

**Explanation** Message was received in LWAPP from AP, but the AP entry was created by CAPWAP. 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** 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 exceeded on the specified AP or in any upstream AP.

**Recommended Action** Check the number of configured VLANs. Remove the unwanted or unused ones.

**Error Message** %LWAPP-2-SPAMSEND: Sending through spam instead of capwap; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** 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/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** %MM-3-MEMORY\_READ\_ERROR: [chars].

**Explanation** Internal system error.

**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/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** %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** Mobility multicast group address configuration was found invalid. It might have been corrupted during config 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** Internal system error.

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

**Explanation** Internal system error.

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

**Error Message** %NMSP-3-CERT\_AAA\_ERR: NMSP: LBS cert AAA Error for [chars]

**Explanation** NMSP: Controller LBS-SSC AuthList failed to validate 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/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** %NMSP-3-CONN\_LIMIT\_EXCEEDED: [chars]: Maximum connection limit of [dec] exceeded

**Explanation** Maximum NMSP connection limit 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/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** %NMSP-3-INIT\_FAIL: NMSP Task failed to initialize

**Explanation** NMSP Receive task 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/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** %NMSP-3-INV\_CERT\_LEN: NMSP: Received invalid peer cert (size [int])

**Explanation** Received 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/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** %NMSP-3-PEER\_CERT\_VER\_FAIL: NMSP: LBS cert verification failed check

**Explanation** NMSP: Controller 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/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** %NMSP-3-QUEUE\_CREATE\_FAIL: [chars]: Failed to create messaging Q [chars]

**Explanation** [chars]: Failed to create messaging Q [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/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** %NMSP-3-SOCK\_SEL\_FAIL\_EBADF: [chars]: Select failed with bad file descriptor. All sockets closed

**Explanation** Select failed with bad file descriptor. All NMSP sockets 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/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** %NMSP-3-TASK\_CREATE\_FAIL: [chars]: Failed to create [chars]

**Explanation** [chars]: 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/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-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/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-4-MSGQ\_DUMP\_FAILED: Failed to dump the message queue history:  
[chars]. [chars].

**Explanation** 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/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-0-RESET\_START\_FAILED: Unable to start the System Reset.  
[chars].

**Explanation** 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/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** %PEM-6-QVLAN\_INTF\_REMAP: Remapping interface ID for STA  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] from [int] to [int] ([chars]).

**Explanation** For STAs mapped to a quarantine VLAN, STAs 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/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** %PMALLOC-3-MEM\_MONITOR\_ERROR: Memory error detected by monitor.

**Explanation** Memory error detected by 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/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** %PMALLOC-3-MEM\_MONITOR\_GET\_CFG: Error! Cannot get memory monitor config.

**Explanation** Error! Cannot get memory monitor config.

**Recommended Action** Copy the message exactly as it appears on the 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** %PMALLOC-3-MEM\_MONITOR\_LOAD\_CFG: Error! Cannot load memory monitor config.

**Explanation** Error! Cannot load memory monitor config.

**Recommended Action** Copy the message exactly as it appears on the 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** %PMALLOC-3-MEM\_MONITOR\_WRITE\_CFG: Error! Cannot write memory monitor config.

**Explanation** Error! Cannot write memory monitor config.

**Recommended Action** Copy the message exactly as it appears on the 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** %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/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** %RF-3-NOTIF\_TMO: Notification timer Expired for RF Client: [chars] ([dec])

**Explanation** The client has indicated it has work to do to RF by returning RF\_OK as part of the progression, but it did not complete the work corresponding to RF within the notification timer.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %RF-5-RF\_TERMINAL\_STATE: Terminal state reached for ([chars])

**Explanation** RF has reached a terminal state for the operating mode.

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

**Error Message** %RMGR-0-CRITICAL\_OP\_FAILED: [chars] critical operation failed. System will be rebooted

**Explanation** Internal system error.

**Recommended Action** The RMGR critical operation 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/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** %RMGR-0-ERROR\_TASK\_EXITED: [chars] task did not receive a task control block --exiting

**Explanation** Internal system error.

**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/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** %RMGR-0-ERROR\_TEST: [chars] \$\$\$\$\$\$\$\$ See if we can see this--exiting

**Explanation** Internal system error.

**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/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** %RMGR-3-INVALID\_PING\_RESPONSE: Ping response from [int].[int].[int].[int] is invalid. [chars].

**Explanation** Ping response is invalid.

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

**Error Message** %RMGR-3-PING\_OPER\_FAILED: Unable to start ICMP ping to host [chars].  
[chars]

**Explanation** Unable to start 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/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** %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 important unusual condition (may not be error).

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

**Error Message** %RMGR-3-RED\_HEALTH\_RPT: [chars]: The bitmap [hex] reported from [chars]

**Explanation** The health state report.

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

**Error Message** %RMGR-3-RED\_HEARTBEAT\_TMOUT: [chars]: Recved GW ping count [dec] phyMgr ping count [dec].

**Explanation** The Redundancy heartbeat is timeout.

**Explanation** 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-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-3-RED\_ROLE\_NOTIF\_TMOUT: [chars]: [chars]

**Explanation** The role notification is timeout without getting ACK.

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

**Error Message** %RMGR-6-RED\_SM\_EXECUTION: The state machine state [chars] event [chars]

**Explanation** The state machine normal execution.

**Recommended Action** No action is required.

**Error Message** %RMGR-3-RED\_SM\_EXECUTION\_ERROR: The state machine state [dec] event [dec]

**Explanation** The 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 not handled.

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

**Error Message** %RMGR-0-RSRC\_CREATION\_FAILED: [chars] critical resource could not be created. System will be rebooted

**Explanation** Internal system error.

**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/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** %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/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** %SIM-7-PORT\_ZERO: Using invalid port number. Port out of range. Port # [int]

**Explanation** Using invalid port number. Port 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/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** %SOCKET\_TASK-6-DATA\_PROCESSING\_FAILED: Failed to process [int] bytes on protocol socket [int]

**Explanation** An error where the packet handling code could not 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/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** %SOCKET\_TASK-3-DATA\_TOO\_SHORT: Received only [int] bytes on protocol socket [int]

**Explanation** An internal error 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/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** %SOCKET\_TASK-3-INVALID\_ENCAPHDR: Invalid encapsulation header

**Explanation** An internal error 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/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** %SOCKET\_TASK-1-SOCK\_OPER\_FAILED: Socket [chars] operation failed on [int]

**Explanation** An internal error caused a socket processing failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %SOCKET\_TASK-6-STARTING: Starting socket task for protocol [int]  
(callback [address])

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

**Error Message** %SSHPM-3-BAD\_CERT\_NAME: Failed to extract Cert Name from Subject

**Explanation** An internal error has occurred. Cannot extract Cert Name from 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-CA\_SERVER\_INFO: CA-Server for [chars] not configured on system

**Explanation** CA-Server for multiple cert 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 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** LSC AP provisioning failed.

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

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

**Error Message** %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** LSC AP provisioning 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** LSC AP provisioning request cannot be handled because the controller does not have the resources currently.

**Recommended Action** No action is required.

**Error Message** %SSHPM-6-LSC\_READ\_CERT: SSHPM-LSC: [chars]

**Explanation** SSHPM-LSC: CA Key Read From 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** %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/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** %SYSTEM-6-SYSAPI\_INFO: System Info : [chars]

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

**Error Message** %UPDATE-3-MEM\_ALLOC\_FAIL: Could not allocate memory for filename. Bytes required [dec].

**Explanation** Could not allocate memory for 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-2-MOUNT\_FAILED: [chars][dec].

**Explanation** 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/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.

# Controller Software Release 5.1

The following messages first appear in controller software release 5.1:

**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 client was deleted because the user account was deleted.

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

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

**Error Message** %APF-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** 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/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** %BCAST-3-MCAST\_BCAST\_DISABLE: Automatically disabling multicast/broadcast forwarding (reason: [chars])

**Explanation** Multicast-unicast is not supported on the 2000 series controllers. If this is configured, multicast is automatically disabled and cannot be re-enabled until multicast group is 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/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** %BUFF-0-BUFFER\_CORRUPT: Buffer Pool id [dec] ptr [address], packet is printed on console.

**Explanation** Buffer pool 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/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** %CCX-0-MSGTAG046: Failed to create CCX S69 Task

**Explanation** 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/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** %CCX-0-MSGTAG047: Failed to create S69 message queue

**Explanation** Failed to create S69 message queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %CDP-4-QUEUE\_FULL: cdp queue is full.

**Explanation** The CDP queue is full. If many CDP packets come in, the CDP queue fills up quickly. Check for any bursts of CDP packets.

**Recommended Action** Check for any bursts of CDP packets.

**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** %DTL-6-ARPDATA\_QUEUE\_OVERLOAD: ARP input q exceeds limit. Current val = [dec]

**Explanation** ARP task input queue is exceeding limit. Please see if there is any ARP loop in the network

**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** Received arp packet should be tunneled from foreign. So it should contain EOIP type

**Recommended Action** No action is required.

**Error Message** %DTL-6-ARP\_WRONG\_ETYPE: Received Wrong Ethertype [dec] to arp task .

**Explanation** Received ethernet type is not ARP type.

**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** Received Ethernet type is LWAPP type. But 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** Received tunneled arp requests 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** Received tunneled ARP requests should be 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** Received tunneled ARP requests 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/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** %EMWEB-3-CERTIFICATE\_NOT\_FOUND: Unable to find Web Authentication Certificate. [chars].

**Explanation** Unable to find Web Authentication Certificate.

**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/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-ID\_MANAGER\_INTERNAL\_ERROR: [chars]

**Explanation** Internal error occurred with 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/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-INTERRUPT: [chars]

**Explanation** An id\_get attempted at 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/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: bad id in [chars] (id: [hex])

**Explanation** An ID Manager 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/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 occurred.

**Recommended Action** Copy the message exactly as it appears on the 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-MALLOC\_FAILURE: [chars]

**Explanation** A malloc failure occurred in 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/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-0-LICENSED\_CRASH: License daemon exited abnormally.

**Explanation** License daemon 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/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-0-LICENSED\_EXIT\_NORMAL: License daemon exited normally with code [dec].

**Explanation** License daemon 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/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-0-LICENSED\_FORK\_FAILED: Failed to spawn the license daemon.

**Explanation** 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/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-0-LICENSED\_RESTART\_NOTIFY: Failed to send notification of the restart event.

**Explanation** Failed to send 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/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-0-LICENSED\_START\_FAILED: Failed to start the license daemon.

**Explanation** 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/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-0-WRITING\_INVALID\_VALUE\_TO\_SERVICE\_PORT: Writing invalid value of [hex] to control register of service port phy.

**Explanation** Writing invalid value of [hex] to control register of service port phy.

**Recommended Action** Copy the message exactly as it appears on the 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** %LIC\_AGENT-3-MEMORY: [chars]

**Explanation** License Agent subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact technical support for problem resolution. In the absence of IOS errors, upgrading the memory in the network device might be required.

**Error Message** %LIC\_AGENT-3-UNKNOWN\_EVENT: event [dec], [chars]

**Explanation** License Agent tried to execute an unknown event.

**Recommended Action** Contact technical support for problem resolution.

**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\_IMAGE\_APPLICATION-3-FAILED: [chars], rc = [dec]

**Explanation** The licensing subsystem failed to create a process/watched boolean to watch request from the remote show subsys license commands.

**Recommended Action** Capture the error msg and forward it to the appropriate licensing component.

**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.

**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 failure is also in the message.

**Recommended Action** Identify the reason for failure from the message.

**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-6-DISC\_RESPONSE\_SENT: Discovery Response sent successfully to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Discovery Response sent successfully to AP.

**Recommended Action** No action is required.

**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 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-PAYLOAD\_MISSING: [chars] -

**Explanation** Not all payloads expected in the LWAPP message were 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/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** %MM-0-MOBILITY\_TASK\_FAILED\_TO\_START: [chars] task could not be started. The system will be rebooted

**Explanation** Internal system error

**Recommended Action** The mobility services failed to start correctly. 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/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-CLOSE\_FAILED: Failed to close file

**Explanation** System was 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/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-IOCTL\_FAILED: ioctl ([chars]) failed for interface [chars].

**Explanation** 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/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-LINK\_ERROR: Error condition detected on link [chars] (rxp [int] rxe [int]; previously rxp [int] rxe [int])

**Explanation** Link error 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/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-1-MUTEX\_PRIO\_CLEAR: == Unlock assert == ([chars]) prio=[dec] root=[hex] word[[dec]]= [hex].

**Explanation** Mutex clear lock 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/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-1-MUTEX\_PRIO\_SET: \*\* Lock assert \*\* ([chars]) prio=[dec] root=[hex] [chars]

**Explanation** Mutex lock priority violation.

**Recommended Action** Copy the message exactly as it appears on the 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-1-MUTEX\_PRIO\_SET2: \*\* Lock assert \*\* ([chars]) prio=[dec] root=[hex] word[[dec]]=[hex].

**Explanation** Mutex lock priority violation 2.

**Recommended Action** Copy the message exactly as it appears on the 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-OPEN\_FAILED: Failed to open file [chars]

**Explanation** System was 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/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-SOCKET\_FAILED: Failed to open socket.

**Explanation** System was 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/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** %PEM-4-CHANGENACSTATE: Client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] not found while changing NAC state

**Explanation** Chnaging NAC state for client failed.

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



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

**Error Message** %RFID-3-NOTIFICATION\_TIMER\_NOT\_CREATED: [chars] Could not create Rfid-Loep Notification timer...

**Explanation** Could not create Rfid-Loep 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/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** %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** AP included 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/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** %SIM-3-DEL\_INTF\_APGROUPMAP\_FAIL: AP Group vlan is mapped to this Interface.

**Explanation** 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/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** %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/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** %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 failed.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_EXISTS: Attempt to assigned quarantine VLAN [int] to interface [chars] failed. VLAN [int] already exists as interface [chars].

**Explanation** The quarantine VLAN must not be assigned to any other port/vlan combination.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_FIND2\_FAILED: Unable to find quarantine vlan [int] in the interface db.

**Explanation** When a quarantine VLAN is assigned to an interface the system internally creates an interface .sys.quarantine-<port

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_FIND\_FAILED: Unable to find quarantine interface [chars] in the interface db.

**Explanation** When a quarantine VLAN is assigned to an interface the system internally creates an interface .sys.quarantine-<port

**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 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** %SSHPM-3-FTPDATA\_CONFIGURED: FTPDATA rule already configured

**Explanation** An internal error has occurred. Attempting to enable FTPDATA when 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/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** %SYSTEM-3-PASSWD\_STORE\_STORAGE\_NOT\_INITIALIZED: Store failed because storage not initialized.

**Explanation** Error performing 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/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** %SYSTEM-3-SYSAPI\_ERR: System Error : [chars]

**Explanation** System error 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/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** %USMDB-3-MSGTAG029: License operation failed with rc : [chars]..!!!

**Explanation** License operation failed!!!

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

**Error Message** %WPS-3-SIG\_TOKEN\_WRONG\_SIGID: Sig Id [dec] is not valid

**Explanation** Signature token SigId is not valid.

**Recommended Action** Please specify valid SigId.

# Controller Software Release 5.0

The following messages first appear in controller software release 5.0:

**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/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** %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/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** %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/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** %BCAST-0-TIMER\_DESTROY\_FAIL: Failed to destroy the timer for [chars].

**Explanation** The timer API failed to destroy 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/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** %BCAST-0-TIMER\_START\_FAIL: Failed to start the timer for [chars].

**Explanation** The timer API failed to start 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/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** %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** %DTL-7-RESOLV\_REQ\_DROPPED: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not a client,dropping the resolve request

**Explanation** The controller is dropping the ARP resolve request because the client could not be found.

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

**Error Message** %LWAPP-0-PDISC\_LEN\_ERR: Invalid primary discovery request received from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - message length ([int]) is invalid

**Explanation** An incorrectly formatted primary discovery request was received from an access point and was ignored.

**Recommended Action** No action is required.

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

**Explanation** An internal system error 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/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** %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** 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/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** %MM-3-INVALID\_NONCE\_RECVD: Received an invalid Nonce-update from [int].[int].[int].[int]. [chars].

**Explanation** An internal system error 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/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** %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** Mobility is unable to use multicast for messaging.

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

**Explanation** Mobility is unable to use multicast for messaging.

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

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

**Recommended Action** No action is required.



**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. 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/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** %PEM-2-XXX: [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/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** %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.

**Error Message** %RRM-3-MSGTAG021: [chars]: Unable to queue enhanced coverage data from AP [chars] on [chars]

**Explanation** [chars]: Unable to queue enhanced coverage data from 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/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** %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 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** %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/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** %SNMP-3-MSGTAG002: initialiseDSForEventLogInSnmpp : Failed to create avl tree

**Explanation** initialiseDSForEventLogInSnmpp : Failed to create 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/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** %SNMP-3-MSGTAG003: initialiseDSForEventLogInSnmpp : Failed to initialise timer

**Explanation** initialiseDSForEventLogInSnmpp : Failed to initialize 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/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** %SNMP-4-MSGTAG004: Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], for [chars] trap.

**Explanation** Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], for [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/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** %SNMP-3-MSGTAG005: Failed to get varbind for [chars], failed to send [chars] trap.

**Recommended Action** Failed to get varbind for [chars], failed to send [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/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** %SNMP-3-MSGTAG006: Failed to send [chars] trap.

**Explanation** Failed to send [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/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** %SNMP-3-MSGTAG007: Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], failed to send [chars] trap.

**Explanation** Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], failed to send [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/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** %SNMP-4-MSGTAG008: Failed to get [chars] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], API return code: [dec].

**Explanation** Failed to get [chars] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], 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/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** %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/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** %SYSTEM-3-PASSWD\_STORE\_INTEGRITY\_FAILED: Cannot retrieve secret from store -- integrity check failed.

**Explanation** The system failed an integrity check. The secret might have been compromised.

**Recommended Action** Reconfigure the secret for security reasons.

**Error Message** %SYSTEM-3-PASSWD\_STORE\_OUT\_BUF\_TOO\_SMALL: Output buffer too small to hold retrieved secret [int] bytes are required, but [int] provided.

**Explanation** There was an error retrieving 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/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** %SYSTEM-3-PASSWD\_STORE\_REG\_FAILED: Invalide registrar ID [dec].

**Explanation** The component could not be registered for password store transcoding.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %SYSTEM-3-PASSWD\_STORE\_STORAGE\_TYPE\_UNKNOWN: Unknown storage type [hex].

**Explanation** There was an error 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/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** %SYSTEM-3-PASSWD\_STORE\_TRANSCODE\_FAILED: Error encountered while transcoding secret(s) in component ID [dec].

**Explanation** The secret in the specified component could not be transcoded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %SYSTEM-3-SYSAPI\_ERR: System Error : [chars]

**Explanation** System error 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/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.



## CHAPTER 3

# System Messages

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## AAA Messages

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

**Error Message** %AAA-5-AAA\_AUTH\_ADMIN\_USER: Authentication [chars] for admin user '[chars]'

**Explanation** Authentication for an admin user.

**Recommended Action** No action is required.

**Error Message** %AAA-5-AAA\_AUTH\_NETWORK\_USER: Authentication [chars] for network user '[chars]'

**Explanation** Authentication for a network user.

**Recommended Action** No action is required.

**Error Message** %AAA-4-ATTRIBUTE\_LEN\_EXCEED: ACL Name too long : [chars]

**Explanation** ACL Name too long.

**Recommended Action** No action is required.

**Error Message** %AAA-4-AVP\_CORRUPT: [dec]th AVP is corrupted. RADIUS msgtype=[dec]. Prev AVP=[dec] len=[dec] offset=[dec] numAVPs=[dec]..

**Explanation** An AVP is corrupted.

**Recommended Action** No action is required.

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

**Explanation** Received bad AVP.

**Recommended Action** No action is required.

**Error Message** %AAA-3-CONSTRUCT\_UDP\_RCV\_SOCKET\_FAILED: Could not construct UDP RCV socket. [chars]. ([dec]:[chars])

**Explanation** Could not construct 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/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** %AAA-4-COPY\_AVP\_BLOCK\_FAILED: Could not copy AVPs to block. [chars]

**Explanation** Could not copy AVP to block.

**Recommended Action** No action is required.

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

**Explanation** Creating AVL tree with entries.

**Recommended Action** No action is required.

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

**Explanation** Creating default an entity on 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** Could not create RADIUS message.

**Recommended Action** No action is required.



**Error Message** %AAA-3-CREATE\_USR\_TREE\_FAILED: Could not create user AVL tree.  
Reason: [chars].

**Explanation** Could not create 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/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** %AAA-6-DB\_ADD\_BLACKLIST\_USR: Adding blacklist user '[chars]' to AAA database.

**Explanation** Adding a blacklist user to AAA database.

**Recommended Action** No action is required.

**Error Message** %AAA-6-DB\_ADD\_USER: Adding user '[chars]' to AAA database.

**Explanation** Adding an user to AAA database.

**Recommended Action** No action is required.

**Error Message** %AAA-3-DB\_INIT\_FAILED: Error [dec] initializing database module [chars].

**Explanation** Error initializing 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/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** %AAA-3-DB\_MODULE\_INIT\_FAILED: Could not initialize module [chars].  
[chars].

**Explanation** 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/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** %AAA-3-DB\_RECORD\_ADD\_FAILED: Could not add record to database. [chars].

**Explanation** Could not add record to 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/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** %AAA-6-DELETE\_CLIENT\_ACCOUNT\_DELETED: Delete client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]because user account ([chars]) has been deleted.

**Explanation** The specified client was deleted 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** Delete client because guest user account 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** Unable to add a method to 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/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** %AAA-3-EAPPROF\_ADD\_FAILED: Unable to add EAP profile for user '[chars]'. [chars].

**Explanation** Unable to add 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/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** %AAA-3-FREELIST\_ADD\_FAILED: Unable to add to free list. [chars].

**Explanation** Unable to add to 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/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** %AAA-3-FREELIST\_DEL\_FAILED: Unable to delete to free list. [chars].

**Explanation** Unable to delete to 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/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** %AAA-6-FUNC\_RUNNING: Running [chars]...

**Explanation** Running.

**Recommended Action** No action is required.

**Error Message** %AAA-3-GET\_GUEST\_START\_TIME\_FAILED: Could not get start time for guest user record. [chars].

**Explanation** Could not get 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/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** %AAA-4-GET\_RADIUS\_PROXYSTATE\_FAILED: Could not get proxy state. [chars].

**Explanation** Could not get proxy state.

**Recommended Action** No action is required.

**Error Message** %AAA-6-GUEST\_ACCOUNT\_CREATE: Guest user account ([chars]) is created with lifetime ([dec]).

**Explanation** Guest user account created

**Recommended Action** No action is required.

**Error Message** %AAA-6-GUEST\_ACCOUNT\_EXPIRE: Guest user account ([chars]) is expired

**Explanation** Guest user account expired

**Recommended Action** No action is required.

**Error Message** %AAA-4-GUESTACCT\_TIMERSET\_FAILED: Unable to set timer for guest accounts. [chars].

**Explanation** Unable to set 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/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** %AAA-4-GUESTUSER\_DEL\_FAILED: Unable to delete the user '[chars]'. [chars].

**Explanation** Unable to delete a particular user from 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** Invalid RADIUS message authenticator for mobile.

**Recommended Action** No action is required.

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

**Explanation** Invalid RADIUS authentication type in AAA request

**Recommended Action** No action is required.

**Error Message** %AAA-4-INVALID\_DATA\_STRUCT: Could not validate the data structure - [chars].

**Explanation** 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** Invalid message authenticator received.

**Recommended Action** No action is required.

**Error Message** %AAA-4-INVALID\_RADIUS\_PKT\_SIZE: RADIUS packet too small.

**Explanation** 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** AAA request with 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/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** %AAA-4-INVALID\_REQUEST\_TYPE: Received an invalid request type. ([hex]).

**Explanation** Received an invalid request type. Not AAA or accounting.

**Recommended Action** No action is required.

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

**Explanation** LDAP DB Task connect to server failed.

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

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

**Explanation** Could not copy attributes returned by 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/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** %AAA-4-LDAPMSG\_SEND\_FAILED: Could not send a message to LDAP task. [chars].

**Explanation** Could not send a message to LDAP task.

**Recommended Action** No action is required.

**Error Message** %AAA-3-LDAP\_TASK\_FAILED: The main LDAP task failed. [chars]. Index: [dec]. Type: [dec].

**Explanation** The main LDAP task failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %AAA-3-LDAP\_TIMER\_CALLBACK\_FAILED: Could not perform timer callback. [chars].

**Explanation** Could not perform 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/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** %AAA-3-LIFETIME\_SET\_FAILED: Unable to reset the lifetime of [chars] account [chars] in localdatabase.

**Explanation** Unable to reset the lifetime of an account in localdatabase.

**Recommended Action** Copy the message exactly as it appears on the 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** %AAA-4-LIFETIME\_VALUE\_CORRUPT: Corrupted value of lifetime for guest user [chars].

**Recommended Action** Corrupted value of lifetime for a guest 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/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** %AAA-3-MEM\_ALLOC\_FAILED: Error allocating [dec] bytes on stack for message. Aborting..

**Explanation** Error allocating memory off stack for message. 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/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** %AAA-4-MESSAGE\_TYPE\_UNKNOWN: Unable to send AAA request, Unknown message type :[dec]

**Explanation** Unable to send AAA request, 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** Unable to find 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** Failed to receive an incoming message.

**Recommended Action** No action is required.

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

**Explanation** 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** Could not process 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** Could not process RADIUS response.

**Recommended Action** No action is required.

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

**Explanation** Could not process 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** Could not validate proxied 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/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** %AAA-4-RADACCTSRVR\_STATESET\_FAILED: Unable to set state of RADIUS accounting server [dec] to [dec]. [chars].

**Explanation** 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** 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 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** RADIUS server in global list.

**Recommended Action** No action is required.

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

**Explanation** Unable to send RADIUS message to a specific host.

**Recommended Action** No action is required.

**Error Message** %AAA-6-RADIUS\_ON\_WLAN: RADIUS server [int].[int].[int].[int]:[int] [chars] on WLAN [int]

**Explanation** RADIUS server on WLAN.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RADIUS\_RESPONSE\_FAILED: RADIUS server [int].[int].[int].[int]:[int] failed to respond to request(ID [int]) for STA [hex]:[hex]:[hex]:[hex]:[hex]:[hex] / user '[chars]'

**Explanation** RADIUS server failed to respond to request for STA.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RADIUS\_RES\_TRUNC: Truncating RADIUS response from server at AVP code [dec] for message [dec]

**Explanation** Truncating RADIUS response from server at AVP code for a message.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RADSERVER\_NOT\_FOUND: Could not find appropriate RADIUS server for WLAN [dec] - [chars]

**Explanation** Client authentication failed because a valid RADIUS server could not be found to service the request.

**Recommended Action** Verify RADIUS server configuration and connectivity.

**Error Message** %AAA-4-RCV\_FROM\_UNKNOWN\_SERVER: Received a [chars] from unknown server [int].[int].[int].[int]:[int]

**Explanation** Received a msg from unknown server.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RCV\_FROM\_WRONG\_PRT: RADIUS msg received from wrong switchport, [dec], dropping

**Explanation** RADIUS msg received from wrong switchport, dropping it.

**Recommended Action** No action is required.

**Error Message** %AAA-4-RCV\_PKT\_TO\_RFC3576\_PRT\_FAILED: Received an unexpected [chars] from [dec].[dec].[dec].[dec]

**Explanation** Received an unexpected msg.

**Recommended Action** No action is required.

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

**Explanation** Rebuilding the default configuration.

**Recommended Action** No action is required.

**Error Message** %AAA-6-RECREATE\_ADMIN\_LOGIN: Recreating admin login.

**Explanation** Recreating default admin login.

**Recommended Action** No action is required.

**Error Message** %AAA-6-RECREATE\_ADMIN\_USR: Recreated the admin user.

**Explanation** Recreated the admin user on 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** Could not retransmit RFC-3576 message to a particular host.

**Recommended Action** No action is required.

**Error Message** %AAA-3-RFC\_SOCKET\_ERROR: RFC3576 socket error [dec] on socket [dec]

**Explanation** RFC3576 socket error 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/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** %AAA-4-SEND\_AAA\_RESPONSE\_FAILED: Could not send AAA response. [chars].

**Explanation** Could not send AAA response.

**Recommended Action** No action is required.

**Error Message** %AAA-4-SEND\_RFC\_RESPONSE\_FAILED: Could not send RFC-3576 response. [chars].

**Explanation** Could not send 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** Could not send TACACS+ message.

**Recommended Action** No action is required.

**Error Message** %AAA-4-SET\_SERVER\_FAILED: Could not set RADIUS server. [chars].

**Explanation** Could not set 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** Username & password must be supplied.

**Recommended Action** No action is required.

**Error Message** %AAA-5-SYN\_CALLBACK\_FAILED: AAA Sync.Callback failed. [chars].

**Explanation** AAA Sync.Callback failed.

**Recommended Action** No action is required.

**Error Message** %AAA-3-TEST\_NULL\_FAILED: Unable to allocate memory off the stack.

**Explanation** 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** TACACS+ server 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** TACACS+ server switchover 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** TACACS+ server switchover 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** Could not translate AAA AVP to RADIUS AVP.

**Recommended Action** No action is required.

**Error Message** %AAA-4-TXQUEUE\_ADD\_FAILED: Transmission queue full. Queue name: [chars]. Dropping sessionpackets.

**Explanation** Transmission queue full. Dropping session packets.

**Recommended Action** No action is required.

**Error Message** %AAA-3-UNAME\_TOO\_LONG: Username too long. Username: [int].

**Explanation** Username 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/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** %AAA-6-USER\_AUTH\_PASSED: User authenticated. Username: [chars].

**Explanation** A user 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** 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/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** %AAA-3-USERDBFILE\_CREATE\_FAILED: Unable to create user database file. [chars].

**Explanation** Unable to create 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/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** %AAA-3-USERDBFILE\_LOAD\_FAILED: Unable to load user database file. [chars].

**Explanation** Unable to load 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/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** %AAA-3-USER\_DB\_INIT\_FAILED: User database not initialized.

**Explanation** 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/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** %AAA-3-USER\_PASS\_CHECK\_FAILED: Could not check password for user. [chars].UsernameLength: [dec]. Password Length:[dec].

**Explanation** Could not check password for 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/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** %AAA-3-VALIDATE\_MSCHAP2\_CRED\_FAILED: Could not validate credentials for proxied RADIUS. [chars]. STA : [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (len [int])

**Explanation** Could not validate credentials for proxied 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/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.

## 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** 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/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** %ACL-3-CONFIG\_STORE\_FAILED: Failed to store Acl Config to Flash [chars].

**Explanation** Writing to File operation failed for Acl Config file onto the flash

**Recommended Action** Try again after sometime. 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 precedence a rule in the acl, the table needs to be locked by obtaining a semaphore. This is failing.

**Recommended Action** Try again if it fails reset the controller



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

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

**Recommended Action** Reset the controller

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

**Explanation** Couldn't create ACL

**Recommended Action** Try another acl name or delete old acl to create new.

**Error Message** %ACL-3-ENTRY\_DELETE\_FAILED: Failed to delete ACL Entry [chars]. [chars].

**Explanation** Failed to delete ACL Entry

**Recommended Action** Free Acl from CPU Interface or other interface or WLAN

**Error Message** %ACL-3-ENTRY\_DONOT\_EXIST: Unable to find an ACL by name "[chars]".

**Explanation** 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/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** %ACL-3-GET\_FREE\_ACL: Couldn't get an unused ACL. [chars].

**Explanation** Couldn't get an unused ACL.

**Recommended Action** maximum supported ACLs are there. Delete old acl to create new acl.

**Error Message** %ACL-3-GET\_NAME\_BY\_ID\_FAILED: Couldn't get ACL name by ID. [chars].

**Explanation** Couldn't get ACL name by ID.

**Recommended Action** Provide correct ACL id that is configured.

**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 allrule which is always the last rule inthe ACL (An ACL allows 64 rules). Thisrule cannot be deleted. The user is trying to do the same.

**Recommended Action** None.

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

**Explanation** Failed to push CPU Acl info the NPU

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

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

**Explanation** Failed to create the semaphore toprotect 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 orDestination addresses

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

**Error Message** %ACL-3-LOAD\_CONF\_FAILED: Acl config is corrupted. Resetting Acl config to default.

**Explanation** The config file is deemed corrupted if

**Recommended Action** Copy the message exactly as it appears on the 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** %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 anAcl takes on the values of PERMIT orDENY. This error is displayed if theaction is neither of the two.

**Recommended Action** Set action with either PERMIT or DENY

**Error Message** %ACL-3-RULE\_CREATE\_FAILED: Can not Add Rule [dec] to ACL [chars]. [chars].

**Explanation** Cannot Add Rule to ACL

**Recommended Action** MAX Rule limit achieved.Delete old rule to create new.

**Error Message** %ACL-3-RULE\_DONOT\_EXIST: Unable to [chars] the rule no.[dec] in ACL [chars]. No such rule exist

**Explanation** Unable to carry out the operation mentioned on the particular rule in ACL, because it does not exist.

**Recommended Action** Check ACL name and Rule Index is 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 NetworkProcessor. Hence they have to be pushed into the NPU. Pushing the rule of the ACL has failed

**Recommended Action** Try again after sometime. 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** Set Port Range failed for type parameter for rule of 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/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** %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 Messages

This section contains access point functionality (APF) messages.

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

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

**Error Message** %APF-1-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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-ADD\_TO\_BLACKLIST\_FAILED: Unable to create exclusion-list entry for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

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

**Error Message** %APF-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 80211i 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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

**Error Message** %APF-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 upto 32 characters in length.

**Error Message** %APF-3-APPLY\_OVERRIDE\_FAILED: Could not Apply Override. [chars].Mobile:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], SSID: [chars].

**Explanation** Could not apply wlan policy. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

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

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

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

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

**Error Message** %APF-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]:[hex]. [chars].

**Explanation** Authentication failure from STA. Verify the WEP key.

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

**Error Message** %APF-1-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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

**Error Message** %APF-1-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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

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

**Error Message** %APF-1-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** Changing orphan packet IP address for a station.

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

**Error Message** %APF-1-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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

**Explanation** Conflicting Supported Rates in Association Request. Verify data-rate on mobile.

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

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

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

**Error Message** %APF-3-CREATE\_DOT11i\_IE\_FAILED: Could not create DOT11i Info element. [chars].

**Explanation** Internal system error

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

**Error Message** %APF-3-CREATE\_KCID\_INFO\_ELEMENT\_FAILED: Could not create the KC-ID information element. [chars].

**Explanation** Internal system error

**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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

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

**Explanation** Could not Create Override.

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

**Error Message** %APF-4-CREATE\_PMK\_CACHE\_FAILED: Attempt to insert PMK to the key cache failed. [chars].Length: [dec]. Station:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Internal system error

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

**Error Message** %APF-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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



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

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

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

**Error Message** %APF-1-DISCONNECT\_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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

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

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

**Error Message** %APF-1-FOREIGNAP\_NOT\_FOUND: Unable to locate foreign AP [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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-3-GET\_CURR\_RSSI\_FAILED: Could not get mos 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

**Explanation** Wired Guest Init failed.

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

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

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

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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Explanation** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-3-INVALID\_CONF\_CHANNEL: Invalid configured channel on AP [chars].

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

**Error Message** %APF-3-INVALID\_DOT11\_ENCRPT\_MODE: Invalid 802.11 encryption mode ([dec]) provided for WLAN [chars]

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

**Error Message** %APF-1-INVALID\_ENC\_POL\_SET: Invalid encryption policy set for [chars].

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

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the



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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

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

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

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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Explanation** Internal system error

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

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

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

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

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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Error Message** %APF-6-MOBILE\_NOT\_DOING\_CKIP: mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not doing CKIPMMH-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

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

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

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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-0-NOTIFICATION\_TIMER\_NOT\_CREATED: [chars] Could not create Apf-Loep 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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.

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

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the

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

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

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

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

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

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

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

**Error Message** %APF-1-PROC\_CLIENT\_ASS\_RES\_FAILED: Could not process client association response. [chars].

**Explanation** Could not process 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

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

**Error Message** %APF-6-PROCESS\_WME\_ADDTS\_REQ\_FAILED: Could not Process the WME ADDTS Command. [chars].STA:[hex]:[hex]:[hex]:[hex]:[hex]:[hex] -- IE Tpye:[int]. IELength:[int].DataLen: [int]

**Explanation** Could not Process the WME ADDTS Command.

**Recommended Action** No action is required.

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

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

**Error Message** %APF-1-PROC\_MM\_RES\_FAILED: Could not process MM response. [chars].Mobile:[hex]:[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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-6-PSK\_REQ\_REJECT: Rejecting request for PSK on port [dec] from mobile [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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

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

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



**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

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

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

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

**Explanation** Could not Register IP Add 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-4-ROGUE\_AP\_ADD\_FAILED: Failed to add the rogue AP [chars].  
[chars].

**Explanation** Failed to add a rogue AP. This is may be due to too many rogue AP 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/> . If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-ROGUE\_AP\_CONTAIN\_FAILED: Unable to contain rogue [chars].  
[chars].

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

**Error Message** %APF-1-ROGUE\_AP\_DEL\_FAILED: Rogue AP entry deletion failed.

**Explanation** Rogue AP entry deletion failed.

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

**Error Message** %APF-1-ROGUE\_CLIENT\_CONTAIN\_FAILED: Unable to contain rogue client [chars]. [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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-ROGUE\_CLIENT\_UPDATE\_FAILED: Could not update rogue AP [chars] with rogue client [chars]information.

**Explanation** Could not update rogue AP with a 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-SEND\_ASSOC\_REQ\_FAILED: Could not send a Client Association request. [chars].

**Explanation** Could not send a 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Explanation** Could not send a 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-1-SEND\_CLIENT\_ASS\_REQ\_FAILED: Could not send client association request. [chars].

**Explanation** Could not send 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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 WLCs the multicast traffic has to reach the WLC the mobile is attached to. This is achieved by the WLC sends an IGMP Query towards the mobile. The WLC failed to send this IGMP Query.

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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-SEND\_PROBE\_RESP\_FAILED: Could not send a Probe Response. [chars].

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

**Error Message** %APF-1-SEND\_RADIUS\_REQ\_FAILED: Could not send RADIUS Request. [chars]. Mobile: [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

**Explanation** Could not send 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-SEND\_ROGUE\_CLIENT\_RADIUS\_REQ\_FAILED: Could not send Rogue Client RADIUS Request. [chars]. Client: to [hex]: [hex]: [hex]: [hex]: [hex]: [hex].

**Explanation** Could not send 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-3-SET\_AUTH\_KEY\_MGMT\_MODE\_FAILED: Could not set the WPA/WPA2 auth key management mode. [chars]. Siute: ([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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the



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

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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** Please change the configuration

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

**Explanation** Attempting to enable fast-roaming while Pico-Cell mode is enabled!

**Recommended Action** Disable Pico-Cell mode, before enabling the 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-3-SET\_PICO\_CELL\_FAILED: Attempting to enable pico-cell while [chars] is enabled.

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

**Error Message** %APF-3-SET\_PICO\_CELLV2\_FAILED: Attempting to enable pico-cell-V2 while [chars] is enabled.

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

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

**Error Message** %APF-3-SET\_VAP\_SECURITY\_POL\_WORD\_FAILED: Error Setting Security  
Policy Bit [hex] (Current Policy [hex], Policy Change [hex], mode [int])

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

**Error Message** %APF-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 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

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

**Error Message** %APF-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** Please re-specify the VPN authentication mode.

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

**Error Message** %APF-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 reason, and re-specify VPN IKE Authentication mode for AP

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

**Error Message** %APF-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 re-specify Key.

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

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

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

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

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

**Error Message** %APF-0-SITE\_OVERRIDE\_CONFIG\_RESET: Resetting site override config.

**Explanation** Resetting site override config.

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

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

**Error Message** %APF-3-SOCK\_OPER\_FAILED: Socket operation [chars] on a socket returned failure with error [dec].

**Explanation** A socket operation on a socket returned failure with 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

**Recommended Action** Please re-configure IP Address of 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** Rejecting RSN request for 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** Trusted AP Policy failed 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-1-UNABLE\_ADD\_ROGUE\_AP\_LRAD\_ENTRY: Unable to add Rogue AP Lrad entry.

**Explanation** Unable to add Rogue AP Lrad entry.

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

**Error Message** %APF-1-UNABLE\_ADD\_ROGUE\_CLIENT\_ENTRY: Unable to add new rogue Client entry [chars]

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

**Error Message** %APF-1-UNABLE\_ADD\_ROGUE\_CLIENT\_LRAD\_ENTRY: Unable to add Rogue Client Lrad entry.

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



**Error Message** %APF-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/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.

%APF-3-UNABLE\_CREATE\_WLAN\_FOR\_CISCO\_AP: Unable to create WLAN [dec] for Cisco AP [chars]

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

**Error Message** %APF-1-UNABLE\_TO\_CONTAIN\_ROGUE: Unable to contain rogue [chars] - [chars].

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

**Error Message** %APF-1-UNABLE\_TO\_CONTAIN\_ROGUE\_AP: Unable to contain rogue AP [chars].

**Explanation** Unable to contain 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-3-UNABLE\_TO\_ENTER\_STATE\_AP: Unable to properly enter state [dec] AP [chars].

**Explanation** Unable to properly enter 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-3-UNABLE\_TO\_ENTER\_STATE\_CLIENT: Unable to properly enter state [dec] client [chars].

**Explanation** Unable to properly enter 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-3-UNABLE\_TO\_EXIT\_STATE\_AP: Unable to properly exit state [dec] AP [chars].

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

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

**Error Message** %APF-3-UNABLE\_TO\_INIT\_VAP: Unable to initialize VAP [chars].

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

**Error Message** %APF-1-UNABLE\_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 contained state - no available AP to contain.

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

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

**Error Message** %APF-1-UNABLE\_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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

**Explanation** Unable to update 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 Rogue AP state.

**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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-1-UNABLE\_TO\_VALIDATE\_ROGUE\_AP\_POL: Unable to validate rogue AP policy for [chars].

**Explanation** Unable to validate rogue AP policy. System will not 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Error Message** %APF-1-UNSUPP\_AUTH\_ALGO\_NUM: Unsupported authentication algorithm number ([dec]) from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Currently system only supports 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-UNSUPP\_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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-3-UPDATE\_FOREIGN\_AP\_FAILED: Could not update foreign AP [chars]. [chars].

**Explanation** Could not update 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-3-UPDATE\_FOREIGN\_AP\_INTF\_FAILED: Could not update foreign AP interface [chars]. [chars].

**Explanation** Could not update 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the

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

**Error Message** %APF-6-USE\_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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-1-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-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/tac>. With some messages, these tools and utilities will supply clarifying

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

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

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



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

**Error Message** %APF-3-VAP\_STATUS\_SET\_FAILED: Could not set VAP status. [chars]. WLAN: [chars]

**Explanation** Could not enable wlan. Either pre shared key is missing or WEP key index is invalid or static WEP key index is same as dynamic WEP key index .

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

**Error Message** %APF-6-WARPASSOC\_SWITCH\_EVENT: WARP switched [chars] for mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. 1xInitiateCount: [dec]...

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

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

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

**Explanation** 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.

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

**Explanation** WARP KCID information.

**Recommended Action** No action is required.

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

**Explanation** Internal system error

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

**Error Message** %APF-3-WATCHENTRY\_DEL\_FAILED: Unable to delete watchlist entry for key [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. [chars]

**Explanation** Internal system error

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

**Error Message** %APF-3-WEP\_KEY\_SET\_FAILED: Could not set the 802.11 WEP key. [chars].  
WLAN [chars]

**Explanation** Could not set WEP key for the WLAN. Invalid 802.11 WEP key.

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

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

**Explanation** Failed to add wired client. WGB data is missing.

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

**Error Message** %APF-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 wired client. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %APF-3-WGB\_INVALID\_CLIENT\_DELETE\_ATTEMPT: [chars]: Attempted to delete a non wgb client as wgb client.

**Explanation** Internal system error

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

**Error Message** %APF-6-WGB\_INVALID\_PARAM: [chars]: Internal error, no WGB data.

**Explanation** Internal system error

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

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

**Error Message** %APF-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 not found or no entry of wired client found in WGB table.

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

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

**Explanation** Failed to plumb in the driver the WGB wired client's AAA attributes. This is an internal system error.

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

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

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

**Error Message** %APF-3-WGB\_UNSUPPORTED\_IAPP\_PKT: [chars]: IAPP Error! Unsupported Pkt/Subtype ([address]:[dec]:[dec])

**Explanation** Received unsupported IAPP packet type or subtype.

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

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

**Error Message** %APF-6-WGB\_WIRED\_CLIENT\_ENTRY\_NOT\_FOUND: WGB ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) table,wired client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] [dec].[dec].[dec].[dec] not found in WGB table.

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

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

**Explanation** Failed to add wired client. Either reached maximum limit of wired client or due to internal system error.

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

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

**Error Message** %APF-4-WLAN\_NOT\_ENABLED: WLAN [chars] was NOT enabled.

**Explanation** Internal system error

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

**Error Message** %APF-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 valid range.

**Recommended Action** Configure wlan id within the specified range.

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

**Explanation** After 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.

## 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/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** %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/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** %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/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.

## AVL Messages

This section contains AVL tree (AVL) messages.

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

**Explanation** 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/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.

## BASE Messages

This section contains BASE subsystem (BASE) messages.

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

**Explanation** LIF: Error writing config file

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

**Error Message** %BASE-6-LIF\_DEL: LIF: Could not find matching table entry for LIF [dec].

**Explanation** LIF: Could not find matching table entry for LIF

**Recommended Action** No action is required.

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

**Explanation** LIF: Unable to register for the specified callback.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %BASE-3-MAX\_REGISTRATIONS: LIF registrar\_ID [dec] greater than L7\_LASTLIF\_TYPE.

**Explanation** Maximum number of registrations for LIF notifications 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/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** %BASE-6-REGISTRATION\_EXISTS: LIF registrar\_ID [dec] already registered.

**Explanation** The registration for the specified registration id already exists.

**Recommended Action** No action is required.

## BCAST Messages

This section contains broadcast (BCAST) messages.

**Error Message** %BCAST-3-AP\_INFORM\_FAILED: Sending the join message packet to AP failed

**Explanation** Error occurred while sending join message to 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/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** %BCAST-4-CLIENT\_NUM\_GRP\_EXCEEDED: NUM of multicast groups the client has joined has exceeded max allowed number

**Explanation** Each client will be allowed to join a maximum of only 16 multicast groups. Join requests beyond this max will be discarded.

**Recommended Action** No action is required.

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

**Explanation** Saving of the config file for broadcast and multicast related configurations failed.

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

**Error Message** %BCAST-3-COUNT\_MISMATCH: Mismatch between the counts for data entries

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

**Recommended Action** Copy the message exactly as it appears on the 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** %BCAST-3-DELETE\_FAILED: Deletion of multicast group data failed

**Explanation** Deletion of a Bcast entry into the database tree failed.

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

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

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

**Explanation** Failed to forward multicast pkt to foreignAPs.

**Recommended Action** Copy the message exactly as it appears on the 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** %BCAST-4-IGMPSEND\_FAILED: Transmission of IGMP report packet failed

**Explanation** Transmission of IGMP report packet failed

**Recommended Action** No action is required.

**Error Message** %BCAST-3-IGMP\_TYPE\_MISMATCH: recieved igmp query packets from wireless side

**Explanation** Controller does not expect to receive an IGMP request from the wireless side. Dropping this packet

**Recommended Action** No action is required.

**Error Message** %BCAST-3-INSERTION\_FAILED: Insertion of multicast group data failed

**Explanation** Insertion of new multicast group data for the vlan failed. May be maximum number of groups joined.

**Recommended Action** No action is required.

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

**Explanation** Received an IGMP query with invalid vlanid. 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** Forwarding to the LRAD failed

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

**Error Message** %BCAST-3-LWAPP\_L2\_PATH: Legacy LWAPP L2 path.

**Explanation** Legacy LWAPP L2 path.

**Recommended Action** No action is required.

**Error Message** %BCAST-3-MAC\_ADDR\_MISMATCH: client addr between the bcast database and the mscb fails

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

**Explanation** Multicast-Unicast is not supported on the 2000 series controllers. If this is configured, multicast is automatically disabled and cannot be re-enabled until multicast group is 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/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** %BCAST-4-MGID\_QUEUE\_EMPTY: Mgid queue is empty!.

**Explanation** Mgid queue is empty. More than 4000 multicast groups in different vlan have been assigned!.

**Recommended Action** No action is required.

**Error Message** %BCAST-3-NO\_FREE\_BUFFER: Out of system buffer.

**Explanation** Out of system buffer.

**Recommended Action** Collect the output of 'show tech-support'.File a bug. Reboot the controller

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

**Explanation** A packet which is not of protocol type Ethernet over IP 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** Failed to add a message to the broadcast/multicast message queue. The queue may be already full. This may happen due to a host on DS side flooding with too many broadcast ARP requests for a wireless client, in a short span of time. Alternatively, it may happen due to too many

broadcasted CDP packets over a short span of time. In both case the packets are dropped until the number of outstanding messages in the queue becomes less than 512. There is no other performance impact as such.

**Recommended Action** If the message is seen repeatedly, it means some host in the network is flooding with too many broadcast ARP request or CDP packets. Such situation needs to be rectified in the network.

**Error Message** %BCAST-0-Q\_CREATE\_FAILED: Failed to create the bcast queue.

**Explanation** Broadcast queue is required to send information from other tasks to the bcastTask. Creation of this queue has failed.

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

**Error Message** %BCAST-4-RX\_LLC: Received broadcast LLC packet.

**Explanation** Multicast packet received with 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/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** %BCAST-4-RX\_LWAPP\_CTL: Received broadcast lwapp control packet.

**Explanation** Broadcast processing should not receive a lwapp control packet. These packets should go to 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/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** %BCAST-4-RX\_WRONG\_ETYPE: Received invalid mcast packet of type [hex].

**Explanation** Multicast packet received with protocol type >= 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/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** %BCAST-0-TIMER\_CREATE\_FAIL: Failed to create timer to enable broadcast.

**Explanation** Broadcast/Multicast from the CPU to the NPU or kernel is suppressed on hitting high threshold. A timer is needed to periodically check if the flood of broadcast/multicast messages has fallen below the low threshold. Creation of this timer has failed.

**Recommended Action** No action is required.

**Error Message** %BCAST-0-TIMER\_DESTROY\_FAIL: Failed to destroy the timer for [chars].

**Explanation** The timer API failed to destroy 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/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** %BCAST-3-TIMER\_INDEX\_EXCEEDED: IGMP query timeout happened for a timer more than 5

**Explanation** IGMP query timeout happened for a timer more than 5

**Recommended Action** Copy the message exactly as it appears on the 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** %BCAST-0-TIMER\_START\_FAIL: Failed to start the timer for [chars].

**Explanation** The timer API failed to start 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/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** %BCAST-4-TUNNELED\_NOT\_DIX: Tunneled pkt not a DIX pkt. protocol type is [dec]

**Explanation** Remote controller always tunnels a DIX packet. Dropping non DIX packets.

**Recommended Action** No action is required.

**Error Message** %BCAST-4-TUNNELED\_NOT\_MCAST: Tunneled pkt is not a multicast pkt.

**Explanation** A tunneled unicast packet is being dropped in the tunneled multicast processing.

**Recommended Action** No action is required.

**Error Message** %BCAST-3-UNSOPPORTED\_RX\_FLAG: Packet with unsupported RX Flag [dec].

**Explanation** A packet is transmitted only if the packet is received either from ethernet or lwapp. For this packet it is neither.

**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** Copy the message exactly as it appears on the 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** %BCAST-3-USER\_UNKNOWN: The input packet has come from an unknown client

**Explanation** The input igmp report packet has come from a client which is unknown to 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/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** %BCAST-4-VAPID\_OUT\_OF\_RANGE: In broadcast/multicast processing client database has incorrect wlan information, hence droppig packet. (wlan [dec])

**Explanation** In broadcast/multicast processing the wlan id of the client in its database is beyond the range of valid wlan ids

**Recommended Action** No action is required.

# 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 is displayed.

**Recommended Action** No action is required.

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

**Explanation** The flag option in the BOOTP packet is displayed

**Recommended Action** No action is required.

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

**Explanation** The hops option in the BOOTP packet is displayed

**Recommended Action** No action is required.

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

**Explanation** The hardware address length in the bootp packet is displayed.

**Recommended Action** No action is required.

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

**Explanation** The hardware address type in the BOOTP packet is displayed

**Recommended Action** No action is required.

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

**Explanation** The BOOTP opcode is displayed

**Recommended Action** No action is required.

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

**Explanation** The first vendor option is displayed

**Recommended Action** No action is required.

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

**Explanation** The hostname option in the BOOTP packet is displayed

**Recommended Action** No action is required.

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

**Explanation** The actual value of the vendor option is displayed

**Recommended Action** No action is required.

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

**Explanation** BOOTP Reply received

**Recommended Action** No action is required.

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

**Explanation** The elapsed seconds in the BOOTP packet is displayed.

**Recommended Action** No action is required.

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

**Explanation** BOOTP Request Packet sent successfully

**Recommended Action** No action is required.

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

**Explanation** Failed to Create 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/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** %BOOTP-3-BOOTP\_TIME\_OUT: Timed out waiting for BOOTP reply

**Explanation** Timed out waiting for 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/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** %BOOTP-7-BOOTP\_VEND\_OPT: options:.

**Explanation** The vendor options in the BOOTP packet is displayed.

**Recommended Action** No action is required.

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

**Explanation** 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 is displayed.

**Recommended Action** No action is required.

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

**Explanation** The yiaddr field in the BOOTP packet is displayed.

**Recommended Action** No action is required.

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

**Explanation** BOOTP client hardware address is displayed.

**Recommended Action** No action is required.

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

**Explanation** BOOTP client's IP address is displayed.

**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** 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/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** %BOOTP-3-GET\_BOOTP\_STRUCT\_FAILED: Unable to get the BOOTP structure for the [chars]

**Explanation** 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/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** %BOOTP-7-GWAY\_IP\_ADDR: gateway IP: [chars].

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

**Recommended Action** No action is required.

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

**Explanation** Each byte in the BOOTP client hardware address is displayed

**Recommended Action** No action is required.

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

**Explanation** Configuring an IP for a particular interface failed

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

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

**Error Message** %BOOTP-4-OPT\_NOT\_FOUND: The BOOTP option [char] not specified in the Vendor field

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

**Recommended Action** No action is required.

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

**Explanation** Sending 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 is displayed

**Recommended Action** No action is required.

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

**Explanation** Server host name in the BOOTP packet is displayed

**Recommended Action** No action is required.

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

**Explanation** Setting 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/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** %BOOTP-3-SET\_IP\_FAILED: Unable to set IP address [hex] for the [chars]

**Explanation** Unable to set 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/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** %BOOTP-3-SOCK\_BIND\_FAILED: Failed to bind the socket.

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

**Explanation** Socket creation 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/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** %BOOTP-3-SOCK\_OPT\_FAILED: Failed to set the option [chars] on the socket.

**Explanation** 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/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** %BOOTP-3-SOCK\_RECV\_FAILED: Receiving the BOOTP packet on a socket failed

**Explanation** Receiving the BOOTP packet on a 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/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** %BOOTP-3-SOCK\_SEND\_FAILED: Sending data over the socket failed.

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

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

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

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

**Explanation** The unknown option's value is displayed

**Recommended Action** No action is required.

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

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

## 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** Buffer pool 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/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.

## 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** Internal system error

**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** Internal system information

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

**Error Message** %CCX-0-DIAG\_TASK\_CREATE\_FAILED: Failed to create CCX diagnostic task

**Explanation** Internal system error

**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/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** %CCX-3-L2ROAM\_GET\_CFG: L2Roam Configuration file is corrupted... clearing.

**Explanation** 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/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** %CCX-3-L2ROAM\_INIT: Failed to initialize L2Roam ...

**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/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** %CCX-4-L2ROAM\_LOAD\_CFG: Unable to load L2Roam configuration.

**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/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** %CCX-3-L2ROAM\_MSGID: [chars]: received invalid message id [int]

**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/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** %CCX-3-L2ROAM\_QUEUE: [chars]: message queue does not exist. Exiting...

**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/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** %CCX-3-L2ROAM\_REG: Failed to register for LWAPP notifications.

**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/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** %CCX-0-L2ROAM\_TASK\_CREATE: Failed to create CCX L2Roam task [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/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** %CCX-3-L2ROAM\_TIMER\_CREATE1: Failed to initialize L2Roam settle timer.

**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/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** %CCX-3-L2ROAM\_TIMER\_CREATE2: cannot initialize L2Roam List Update timer.

**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/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** %CCX-3-L2ROAM\_TIMER\_DEL1: Failed to delete L2Roam settle timer.

**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/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** %CCX-3-L2ROAM\_TIMER\_DEL2: Failed to delete L2Roam List Update timer.

**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/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** %CCX-3-L2ROAM\_TIMER\_START1: Failed to start L2Roam settle timer.

**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/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** %CCX-3-L2ROAM\_TIMER\_START2: Failed to start L2Roam List Update timer.

**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/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** %CCX-3-L2ROAM\_TIMER\_STOP1: Failed to stop L2Roam settle timer.

**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/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** %CCX-3-L2ROAM\_TIMER\_STOP2: Failed to stop L2Roam List Update timer.

**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/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** %CCX-3-L2ROAM\_WRITE\_CFG: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** 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/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** %CCX-3-MSGTAG001: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** Error on call to osapiFsWrite routine on config 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/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** %CCX-3-MSGTAG002: CCX RM Configuration file is corrupted... clearing.

**Explanation** CCX RM 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/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** %CCX-3-MSGTAG003: CCX RM Client database already initialized

**Explanation** CCX RM Client database 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/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** %CCX-6-MSGTAG004: Creating AVL Tree with [dec] entries for CCX RM ClientDatabase

**Explanation** Creating AVL Tree with [dec] entries 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/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** %CCX-3-MSGTAG005: CCX RM Client database already initialized

**Explanation** CCX RM Client database 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/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** %CCX-6-MSGTAG006: Creating AVL Tree with [dec] entries for CCX RM ClientDatabase

**Explanation** Creating AVL Tree with [dec] entries 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/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** %CCX-4-MSGTAG007: Unable to load CCX RM configuration

**Explanation** Unable to load 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/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** %CCX-3-MSGTAG008: Unable to load CCX Client RM Db(AVL Tree)

**Explanation** Unable to load 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/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** %CCX-3-MSGTAG009: Unable to load CCX Bcast RM Db(AVL Tree)

**Explanation** Unable to load 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/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** %CCX-3-MSGTAG010: Reached max Rm clients.  
dropping[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Reached max Rm clients. dropping[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/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** %CCX-3-MSGTAG011: Adding to CCX RM Bcast Database failed  
for [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Adding to 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/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** %CCX-4-MSGTAG012: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has unsupported CCXversion [dec]

**Explanation** Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has unsupported CCXversion [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/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** %CCX-0-MSGTAG013: Failed to create CCX RM Task

**Explanation** Failed to create 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/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** %CCX-6-MSGTAG014: Created CCX RM Task (rc=[dec])

**Explanation** Created CCX RM Task (rc=[dec])

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %CCX-3-MSGTAG015: [chars]: msg queue does not exist. Exiting...

**Explanation** [chars]: msg queue does not exist. Exiting...

**Explanation** Copy the message exactly as it appears on the 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** %CCX-3-MSGTAG016: [chars]: received invalid msg id [int]

**Explanation** [chars]: received invalid msg id [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/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** %CCX-0-MSGTAG020: Failed to create E2E message queue

**Explanation** Failed to create 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/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** %CCX-0-MSGTAG021: Failed to create E2E message queue

**Explanation** Failed to create 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/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** %CCX-0-MSGTAG022: Failed to create E2E Task

**Explanation** Failed to create 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/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** %CCX-4-MSGTAG023: Unable to load e2e configuration

**Explanation** Unable to load 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/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** %CCX-3-MSGTAG024: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** Error on call to osapiFsWrite routine on config 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/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** %CCX-3-MSGTAG025: E2E Configuration file is corrupted... clearing.

**Explanation** E2E 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/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** %CCX-0-MSGTAG026: Failed to create CCX Example Task

**Explanation** Failed to create 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/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** %CCX-3-MSGTAG027: [chars]: msg queue does not exist. Exiting...

**Explanation** [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/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** %CCX-3-MSGTAG028: [chars]: received invalid msg type [int]

**Explanation** [chars]: 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/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** %CCX-4-MSGTAG029: Unable to load L2ROAM configuration

**Explanation** Unable to load 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/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** %CCX-3-MSGTAG030: cannot initialize L2ROAM lrad Settle timer.

**Explanation** cannot initialize 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/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** %CCX-3-MSGTAG031: cannot start L2ROAM lrad settle timer.

**Explanation** cannot start 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/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** %CCX-3-MSGTAG032: cannot stop L2ROAM lrad settle timer.

**Explanation** cannot stop 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/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** %CCX-3-MSGTAG033: cannot uninitialize L2ROAM lrad settle timer.

**Explanation** cannot uninitialize 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/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** %CCX-3-MSGTAG034: cannot start L2ROAM List Update timer.

**Explanation** cannot start 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/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** %CCX-3-MSGTAG035: cannot register for spam notifications.

**Explanation** 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/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** %CCX-3-MSGTAG036: cannot initialize L2ROAM List Update timer.

**Explanation** cannot initialize 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/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** %CCX-3-MSGTAG037: cannot start L2ROAM List Update timer.

**Explanation** cannot start 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/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** %CCX-3-MSGTAG038: cannot stop L2ROAM List Update timer.

**Explanation** cannot stop 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/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** %CCX-3-MSGTAG039: cannot uninitialize L2ROAM List Update timer.

**Explanation** cannot uninitialize 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/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** %CCX-3-MSGTAG040: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** Error on call to osapiFsWrite routine on config 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/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** %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/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** %CCX-0-MSGTAG042: Failed to create CCX L2Roam Task [hex]

**Explanation** 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/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** %CCX-3-MSGTAG043: [chars]: msg queue does not exist. Exiting...

**Explanation** [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/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** %CCX-3-MSGTAG044: Error in initializing l2roam data...

**Explanation** 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/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** %CCX-3-MSGTAG045: [chars]: received invalid msg id [int]

**Explanation** [chars]: received invalid msg id [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/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** %CCX-0-MSGTAG046: Failed to create CCX S69 Task

**Explanation** 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/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** %CCX-0-MSGTAG047: Failed to create S69 message queue

**Explanation** Failed to create S69 message queue.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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.

## CDP Messages

This section contains Cisco Discovery Protocol (CDP) messages.

**Error Message** %CDP-4-QUEUE\_FULL: cdp queue is full.

**Explanation** The CDP queue is full. If many CDP packets come in, the CDP queue fills up quickly. Check for any bursts of CDP packets.

**Recommended Action** Check for any bursts of CDP packets.

## CIDS Messages

This section contains Cisco IDS Prevention System (CIDS) messages.

**Error Message** %CIDS-3-ADD\_RULE\_FAILED: Unable to add rules for sensor [dec].[dec].[dec].[dec]\n

**Explanation** Cannot add rules for 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/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** %CIDS-3-ERROR\_CLEAN\_UP\_SENSOR: Error clean-up sensor [dec]

**Explanation** Error in clean-up 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/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** %CIDS-3-ERROR\_RESET\_RULE: Unable to reset cids rule [dec]

**Explanation** Cannot reset 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/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** %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/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** %CIDS-3-PARSER\_CLEAN\_FAIL: Unable to clean cids parser

**Explanation** Cannot clean 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/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** %CIDS-3-PARSER\_CREATE\_FAIL: Unable to create cids parser

**Explanation** Cannot create 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/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** %CIDS-3-RESTART\_TIMER\_FAIL: Unable to restart timer for sensor  
[dec] . [dec] . [dec] . [dec]

**Explanation** Cannot restart timer for 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/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** %CIDS-3-RULES\_SETUP\_FAIL: Unable to setup rules for sensor [dec].[dec].[dec].[dec]

**Explanation** Unable to setup 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/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** %CIDS-3-SHUN\_LIST\_DELETE\_FAIL: ERROR! shun-list delete from AVL list failed.

**Explanation** shun-list delete from AVL list failed.

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

**Error Message** %CIDS-1-SHUN\_LIST\_ENTRY\_CREATE\_FAIL: Unable to create shun-list entry for ip [dec].[dec].[dec].[dec]

**Explanation** Cannot create 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/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** %CIDS-3-UNABLE\_SSL\_MUTEX\_CALLBACK: Unable to ssl mutex callback for libcurl.

**Explanation** Cannot 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/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.

## CLI Messages

This section contains command-line interface (CLI) messages.

**Error Message** %CLI-3-INVALID\_AP\_KEY: Invalid AP Hash Key Provided

**Explanation** 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/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** %CLI-3-LOGIN\_FAILED: Login failed. User:[chars], Service type:[dec]. [chars].

**Explanation** Login failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %CLI-1-TRACE\_LEVEL\_ALERT: Level Alert.

**Explanation** To test if tracelevel Alert is enabled or not

**Recommended Action** No action to be taken. This is for testing purpose

**Error Message** %CLI-2-TRACE\_LEVEL\_CRIT: Level Critical.

**Explanation** To test if tracelevel Critical is enabled or not

**Recommended Action** No action to be taken. This is for testing purpose

**Error Message** %CLI-7-TRACE\_LEVEL\_DEB: Level Debug.

**Explanation** To test if tracelevel Debug is enabled or not

**Recommended Action** No action to be taken. This is for testing purpose

**Error Message** %CLI-0-TRACE\_LEVEL\_EMER: Level Emergency.

**Explanation** To test if tracelevel Emergency is enabled or not

**Recommended Action** No action to be taken. This is for testing purpose

**Error Message** %CLI-3-TRACE\_LEVEL\_ERR: Level Error.

**Explanation** To test if tracelevel Error is enabled or not

**Recommended Action** No action to be taken. This is for testing purpose

**Error Message** %CLI-6-TRACE\_LEVEL\_INFO: Level information.

**Explanation** To test if tracelevel Information is enabled or not

**Recommended Action** No action to be taken. This is for testing purpose

**Error Message** %CLI-5-TRACE\_LEVEL\_NOT: Level Notice.

**Explanation** To test if tracelevel Notice is enabled or not

**Recommended Action** No action to be taken. This is for testing purpose

**Error Message** %CLI-4-TRACE\_LEVEL\_WARN: Level Warning.

**Explanation** To test if tracelevel Warning is enabled or not

**Recommended Action** No action to be taken. This is for testing purpose

## 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** File does not exist as a logo. 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/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** %CLIWEB-3-BUFFER\_TOO\_LONG: Buffer for [chars] too long (max = [dec] chars).

**Explanation** 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/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** %CLIWEB-3-BUFFER\_TOO\_SMALL: Buffer for [chars] too small

**Explanation** 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/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** %CLIWEB-3-INDEX\_OUT\_OF\_RANGE: Index:[chars] out of range [dec] (max = [dec]).

**Explanation** 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/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** %CLIWEB-3-INIT\_FAILED: Unable to initialize. Reason: [chars].

**Explanation** 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/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** %CLIWEB-3-INVALID\_PORT\_SPEED: Unknown Port Speed found for interface [dec]/[dec]/[dec].

**Explanation** Unknown Port Speed found for 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/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** %CLIWEB-3-SOCKET\_OPER\_FAILED: Failed to [chars] the Java Socket.

**Explanation** Failure 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/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** %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/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** %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/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** %CLIWEB-3-WEBSRVR\_IPSET\_FAILED: Unable to set External Web Server. [chars].

**Explanation** Unable to set 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/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.



# 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/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** %CNFGR-3-GET\_REGISTRY\_FAIL: sysCfgChange [chars] not set.

**Explanation** Failed to get 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/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** %CNFGR-0-INVALID\_STARTUP\_SEQ: cfgHardwareDectectCallback Invalid startup sequence.

**Explanation** cfgHardwareDectectCallback Invalid startup sequence.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %CNFGR-3-INV\_COMP\_ID: Invalid Component Id : [chars] ([dec]) in cfgConfiguratorInit.

**Explanation** Invalid component being 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/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** %CNFGR-3-L2\_SYS\_INIT\_FAIL: Cannot initialize a required function: Layer2.

**Explanation** 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/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** %CNFGR-3-MAX\_REGISTRATIONS: sysCfgChange registrar\_ID [dec] greater than LAST\_COMPONENT\_ID.

**Explanation** Maximum number of registrations 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/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** %CNFGR-3-MGMT\_IF\_SET\_FAIL: cfgHardwareDetectCallback: couldn't set mgmt vlan for vlan id [dec].

**Explanation** 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/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.

## 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. To process the same 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/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** %DAPI-4-HAPI\_CMDCALL\_FAILED: Call to HAPI layer for command:[dec] failed for user port: [int]/[int]/[int]

**Explanation** The DAPI module has received a command from a hardware port. To process the same this subsystem has invoked a corresponding operation of the HAPI module, which was unable to process it.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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.

## DEBUG Messages

This section contains debugging (DEBUG) messages.

**Error Message** %DEBUG-3-APPEND\_DATA\_FAIL: Could not append contents of client troubleshooting block to the Troble Shooting Data buffer

**Explanation** Could not append contents of client troubleshooting block to 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/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** %DEBUG-6-CLT\_LOOKUP\_FAIL: Client entry [hex].[hex].[hex].[hex].[hex].[hex] not found in db

**Explanation** Client entry not found in Database. 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-0-CREATE\_SEM\_FAIL: Unable to create client Trouble Shooting semaphore.

**Explanation** Unable to create client Trouble Shooting 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/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** %DEBUG-0-CREATE\_TMR\_FAIL: Unable to create client Trouble Shooting WatchList Timer. Error code = [dec]

**Explanation** Failed to create client Trouble Shooting WatchList 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/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** %DEBUG-4-INVALID\_ELEM\_ID: Received an invalid Information Element. Element id [dec] is invalid

**Explanation** 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/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** %DEBUG-4-INVALID\_EVENT: Received unsupported event [dec].

**Explanation** Received 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/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** %DEBUG-4-INVALID\_LEN: Received a corrupted packet. Element Info Length [dec] received greater than DataLen [dec]

**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/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** %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/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** %DEBUG-3-INVALID\_PARMS: Invalid arguments passed([dec],[dec]).

**Explanation** Invalid arguments passed

**Recommended Action** Copy the message exactly as it appears on the 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** %DEBUG-3-INVALID\_PROFILE\_NAME: Profile module name exceed maximum length [dec]

**Explanation** Profile module name exceed maximum 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/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** %DEBUG-0-INVALID\_QUEUE: [chars] Queue is NULL.

**Explanation** The specified Queue is NULL. It is likely that the Queue could not be created or has been 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/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** %DEBUG-3-MEM\_ALLOC\_FAIL: Unable to allocate [dec] bytes!.

**Explanation** 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/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** %DEBUG-3-MSG\_POST\_FAILURE: Failure to post Troubleshoot info for msg type [dec] for MAC Address: [hex].[hex].[hex].[hex].[hex].[hex]

**Explanation** Failure to post trouble shoot info for a client. Either the client is not in the watch list or the Queue for the Trouble shooting 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/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** %DEBUG-3-MSG\_SEND\_FAIL: Failed to send Event [chars] to Queue [chars]. Error Code is [dec]

**Explanation** Unable to send messages to the Queue. The Queue for the task maybe 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/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** %DEBUG-4-RMV\_CLT\_FAIL: Failed to remove client [hex].[hex].[hex].[hex].[hex].[hex] from watchlist

**Explanation** Failed to remove client from debug watchlist

**Recommended Action** No action is required.

**Error Message** %DEBUG-3-SEM\_GIVE\_FAIL: Cannot give the client troubleshooting semaphore [troubleShootSemaphorePtr]

**Explanation** Cannot give the client troubleshooting semaphore: troubleShootSemaphorePtr

**Recommended Action** Copy the message exactly as it appears on the 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** %DEBUG-3-SEM\_TAKE\_FAIL: Cannot take the client troubleshooting semaphore [troubleShootSemaphorePtr]

**Explanation** Cannot take the client troubleshooting semaphore: troubleShootSemaphorePtr

**Recommended Action** Copy the message exactly as it appears on the 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** %DEBUG-3-START\_TMR\_FAIL: Trouble Shoot Timer could not be started

**Explanation** Could not start Trouble Shoot Timer

**Recommended Action** Copy the error message exactly as it appears on the console or in the system log. Research and Copy the message exactly as it appears on the 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** %DEBUG-0-TASK\_CREATE\_FAIL: Failed to create [chars] task..

**Explanation** Failed to create the specified 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/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** %DEBUG-0-TS\_INIT\_DATA\_FAIL: Could not initialize the troubleshooting data. Not starting Trouble shooting Task

**Explanation** Trouble shooting task not started since the system could not initialize the troubleshooting data. This could be due to memory allocation/AVL tree creation/Timer creation failures

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

## 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** 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/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** %DHCP-4-ADDR\_NOT\_ALLOCATED: No IP addresses to give -- OFFER abandoned  
-- packet dropped

**Explanation** No IP addresses to give -- OFFER abandoned -- packet dropped

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

**Error Message** %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** Ip Address is not in 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/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** %DHCP-4-ARP\_LOOKUP\_FAIL: Default gateway arp lookup failed.

**Explanation** Default gateway arp lookup failed.

**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/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** %DHCP-3-ARP\_SEND\_FAIL: Unable to send ARP Request

**Explanation** Unable to send 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/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** %DHCP-3-BAD\_DHCP\_PKT: Bad DHCP packet from [dec].[dec].[dec].[dec], dropping

**Explanation** Bad DHCP packet.Dropping

**Recommended Action** Copy the message exactly as it appears on the 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** %DHCP-3-BIND\_FAIL: Unable to bind the socket.

**Explanation** 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/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** %DHCP-3-BIND\_NWPORT\_ERR: Binding network port failed.

**Explanation** Binding network port failed.

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

**Error Message** %DHCP-3-BIND\_SRPORT\_ERR: Binding service port failed.

**Explanation** Binding service port failed.

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

**Error Message** %DHCP-4-BOGUS\_PKT: bogus packet, option fields too long.

**Explanation** Bogus packet,option fields 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/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** %DHCP-3-BROADCAST\_ADDR\_NOTSET: Unable to set the broadcast address.  
Reason: [chars]

**Explanation** 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/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** %DHCP-3-BUFF\_ALLOC\_ERR: Out of System buffers.

**Explanation** Out of System buffers.

**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/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** %DHCP-6-CHADDR\_FILTER\_STATE: NPU/Driver DHCP CHADDR Filter is [chars]

**Explanation** Informational message indicating if 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** Unable to load 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/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** %DHCP-3-CONFIG\_SAVE\_FAIL: Unable to store config file in NVRAM [chars].

**Explanation** Unable to store config 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/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** %DHCP-1-CRANITE\_PASSTHRU: Received DHCP packet on a Cranite WLAN.

**Explanation** Received 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/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** %DHCP-0-CREAT\_TASK\_FAIL: Failed to Create the task: [chars]

**Explanation** 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/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** %DHCP-3-DEL\_IFADDR\_FAIL: Unable to delete the address on interface

**Explanation** Unable to delete the address on 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/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** %DHCP-4-DHCP\_CLEAR\_FAIL: IP Address could not be de-registered for the station: [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

**Explanation** IP Address could not be de-registered

**Recommended Action** Copy the message exactly as it appears on the 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** %DHCP-3-DHCP\_PKT\_LOOPED: Received a DHCP packet sent by the controller itself possible network loop!

**Explanation** Possible Network Loop!

**Recommended Action** Copy the message exactly as it appears on the 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** %DHCP-4-DHCP\_PKT\_OVRSIZE: Oversized DHCP packet

**Explanation** 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/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** %DHCP-4-DHCP\_PKT\_WRONGSIZE: DHCP options incorrect length

**Explanation** DHCP options 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/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** %DHCP-4-DHCP\_RECV\_FAIL: Could not receive the dhcp packet Error.

**Explanation** Could not receive the dhcp packet 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/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** %DHCP-6-DISP\_SERV\_ADDR: dhcp server: binding to [dec].[dec].[dec].[dec]

**Explanation** Informational message indicating, 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** Dropping 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/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** %DHCP-4-ENCAPSULATE\_FAIL: Unable to encapsulate header.

**Explanation** Unable to encapsulate 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/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** %DHCP-4-EXIT\_PORT\_NOTGET: Invalid exit port - could not resolve exit intfNum.

**Explanation** Invalid exit port - could not resolve 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/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** %DHCP-1-FORTRESS\_PASSTHRU: Received DHCP packet on a Fortress WLAN.

**Explanation** Received 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/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** %DHCP-3-GET\_IFADDR\_FAIL: Unable to retrieve the interface address

**Explanation** 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/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** %DHCP-3-GET\_MASK\_FAIL: Unable to retrieve the mask for an ip address

**Explanation** 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/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** %DHCP-4-INVALID\_MSG\_TYPE: Unsupported message ([hex]) -- ignoring

**Explanation** 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/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** %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** ARP table contains a vlan id other than the expected one

**Recommended Action** Copy the message exactly as it appears on the 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** %DHCP-4-IPRGSTR\_MSCB\_FAIL: Registering IP on mscb failed for station[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Registering IP on the mscb failed.

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

**Error Message** %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** DHCP renew/rebind error lease ip is not same as clients 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/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** %DHCP-4-LEASEIP\_NEQ\_REQIP: Lease->ip [dec].[dec].[dec].[dec] is not same as requested ip [dec].[dec].[dec].[dec].

**Explanation** Lease ip is not same as requested ip

**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** DHCP Lease does not match to 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** DHCP client 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/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** %DHCP-4-MAGIC\_COOKIE\_INVALID: Invalid magic cookie in the DHCP packet

**Explanation** 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/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** %DHCP-4-MBL\_STATION\_NOTFOUND: Unable to find msch for [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Unable to find msch

**Recommended Action** Copy the message exactly as it appears on the 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** %DHCP-3-MSG\_TRUNCATED: DHCP message getting truncated

**Explanation** DHCP message 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/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** %DHCP-3-NETWORK\_OVERLAP: Cannot have overlapping networks. Network id: [dec].[dec].[dec].[dec] in use by scope [chars]\n

**Explanation** Cannot have overlapping networks. 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** DHCP request packet is dropped

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

**Error Message** %DHCP-3-OPT\_CHECK\_EXCEED: Option checking exceeding packet limit  
packet Length: [dec]

**Explanation** Option checking exceeds 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/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** %DHCP-3-OPT\_LEN\_INVALID: Option length exceeding the length of buffer for the tag [hex]

**Explanation** Option length exceeding the length of 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/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** %DHCP-4-OPT\_LEN\_ZERO: Could not add option [hex] . The length of this option is zero

**Explanation** Could not add 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/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** %DHCP-3-RAW\_SOCKET\_CREAT\_FAIL: Unable to create raw socket.

**Explanation** Unable to create 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/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** %DHCP-3-RAW\_SOCKET\_SEND\_FAIL: Sending packets through raw socket failed.

**Explanation** Sending packets through raw 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/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** %DHCP-4-RELAY\_SERVER\_NOTGET: Unable to get the dhcp relay server's ip address

**Explanation** Unable to get the dhcp relay server's 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/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** %DHCP-3-REMOVE\_LEASE\_FAIL: Unable to remove [dec].[dec].[dec].[dec] from leases.

**Explanation** 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/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** %DHCP-4-REQIP\_NOT\_PRESENT: Received a packet without a requested ip!.

**Explanation** Received a packet without a requested ip!.

**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** DHCP proxy received 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/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** %DHCP-6-SCOPE\_NOT\_FOUND: Dropping packet from [dec].[dec].[dec].[dec] (unable to match to a dhcp scope)

**Explanation** Dropping packet - 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** Unable to send 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/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.

%DHCP-3-SEND\_OFFER\_FAIL: Unable to send DHCP offer. Could not allocate appropriate ip address from the scope

**Explanation** Unable to send DHCP offer. Could not allocate 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/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** %DHCP-4-SET\_IPADDR\_FAIL: Failed to set ip address [dec].[dec].[dec].[dec] for the interface [chars]

**Explanation** Failed to set 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/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** %DHCP-3-SOCK\_CREATE\_FAIL: Failed to create socket.

**Explanation** Failed to create 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/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** %DHCP-3-SOCK\_EXCEP: Exception occurred on the socket.

**Explanation** Exception 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/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** %DHCP-3-SOCK\_OPT\_FAIL: Failed to set the option [chars] on socket.

**Explanation** Failed to set 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/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** %DHCP-3-SOCK\_SELECT\_FAIL: select system call failed.

**Explanation** select system call failed

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

**Error Message** %DHCP-4-UPDATE\_FAP\_FAIL: Unable to update foreign AP location.

**Explanation** Unable to update 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/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** %DHCP-4-UPDATE\_MSCB\_FAIL: Failed to update MSCB state.

**Explanation** Failed to update 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/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** %DHCP-3-WRITE SOCK\_FAIL: write on socket failed.

**Explanation** write on 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/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.

## DOT1D Messages

This section contains 802.1D (DOT1D) messages.

**Error Message** %DOT1D-3-BPDU\_MEMGET\_FAIL: Out of System buffers.

**Explanation** Out of System buffers.

**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/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** %DOT1D-7-CONN\_PORT\_RING: GIP: Connecting Ports #[hex] to ring..

**Explanation** GIP: Connecting Ports to ring.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-CREATED\_PORT: GID: created Port # [hex]..

**Explanation** GID: created Port

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-CREATING\_PORT: GID: Creating Port # [hex]..

**Explanation** GID: Creating Port

**Recommended Action** No action is required.

**Error Message** %DOT1D-0-DATA\_INIT\_FAIL: Failed to allocate memory for the dot1d variables.dot1d sub-system not initialized.

**Explanation** Failed to allocate memory for the dot1d variables.dot1d sub-system 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/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** %DOT1D-7-DESTROY\_PORT: GID: Destroying Port # [hex]..

**Explanation** GID: Destroying Port

**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-3-GARPAPP\_INIT\_FAIL: Failed to initialize Garp, exiting....

**Explanation** Failed to initialize Garp, 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/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** %DOT1D-4-GID\_ALL\_USED: All Ports are used for GARP Information Declaration (GID)

**Explanation** All Ports are used for 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/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** %DOT1D-7-HOLD\_TIMER\_EXP: GID: Hold Timer Expired..

**Explanation** GID: Hold Timer Expired.

**Recommended Action** No action is required.

**Error Message** %DOT1D-4-INVALID\_BPDU\_TYPE: Invalid BPDU Type [dec] received

**Explanation** Invalid BPDU type received.

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

**Error Message** %DOT1D-7-JOIN\_MSG\_RCV: GID: Join msg is received..

**Explanation** GID: Join msg is received.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-JOIN\_TIMER\_EXP: GID: join Timer Expired..

**Explanation** GID: join Timer Expired.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-LEAVE\_ALL\_TIMER\_EXP: GID: Leave All Timer Expired..

**Explanation** GID: Leave All Timer Expired.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-LEAVE\_EVENT\_RCV: GID: Leave All event is received..

**Explanation** GID: Leave All event is received.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-LEAVE\_MSG\_RCV: GID: Leave message is received..

**Explanation** GID: Leave message is received.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-LEAVE\_TIMER\_EXP: GID: Leave Timer Expired..

**Explanation** GID: Leave Timer Expired.

**Recommended Action** No action is required.

**Error Message** %DOT1D-0-MEM\_ALLOC\_FAIL: [chars],Out of system memory

**Explanation** Failed to allocate memory, 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/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** %DOT1D-7-PORT\_ADD: GID: Add Port # [hex]..

**Explanation** GID: Add Port

**Recommended Action** No action is required.



**Error Message** %DOT1D-0-PORT\_ALLOC\_FAIL: Failed to allocate memory for GARP Information Declaration(GID)Port number: [hex]..

**Explanation** Failed to allocate memory for 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/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** %DOT1D-6-PORT\_FIND\_FAIL: Port number [hex] is not found for GARP Information Declaration (GID)

**Explanation** Port not found for GARP Information Declaration (GID)

**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 index not used.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-PROP\_JOIN: GIP: propagate Join for Port #[hex]..

**Explanation** GIP: propagate Join for Port.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-PROP\_LEAVE: GIP: propagate Leave for Port #[hex]..

**Explanation** GIP: propagate Leave for Port.

**Recommended Action** No action is required.

**Error Message** %DOT1D-3-QUEUE\_INIT\_FAIL: Message queue creation error.dot1d sub-system not initialized

**Explanation** Failed to initialize dot1d message queue. dot1d sub-system 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/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** %DOT1D-3-RCV\_MSG\_FAIL: The [chars] failed to receive a message. Internal system error. Error code: [dec].

**Explanation** A dot1d sub-system task failed to receive message. 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/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** %DOT1D-3-RGSTR\_CHANGE\_FAIL: [chars].dot1d sub-system not initialized

**Explanation** Unable to register a change in state callback.dot1d sub-system 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/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** %DOT1D-7-RMV\_PORT: GID: Removing Port # [hex] from the ring..

**Explanation** GID: Removing Port from the ring.

**Recommended Action** No action is required.

**Error Message** %DOT1D-3-SND\_MSG\_FAIL: Failed to send message to [chars], the message queue for the task maybe full. Error Code: [dec], Internal system error

**Explanation** Failed to send a message to a task, the message queue for the task maybe full. 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/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** %DOT1D-7-START\_HOLD\_TIMER: GID: Start Hold Timer..

**Explanation** GID: Start Hold Timer.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-START\_JOIN\_TIMER: GID: Start Join Timer..

**Explanation** GID: Start Join Timer.

**Recommended Action** No action is required.

**Error Message** %DOT1D-7-START\_LEAVE\_TIMER: GID: Start Leave All Timer..

**Explanation** GID: Start Leave All Timer.

**Recommended Action** No action is required.

**Error Message** %DOT1D-3-SYSINIT\_GETFILE\_FAIL: Failed to retrieve file from nv storage. File name [chars].dot1d sub-system not initialized

**Explanation** Failed to retrieve file from nv storage. dot1d sub-system 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/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** %DOT1D-0-TASK\_START\_FAIL: Could not create [chars] task. Error code: [dec]. Failed to initialize dot1d sub-system

**Explanation** Could not create a task. The dot1d sub-system 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/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** %DOT1D-3-WRITE\_CFG\_FAIL: Failed to write config file [chars] in nv storage

**Explanation** Failed to store config file in 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/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.

## DOT1Q Messages

This section contains 802.1Q (DOT1Q) messages.

**Error Message** %DOT1Q-7-CREATE\_GVR: GVRP: Create GVR.

**Explanation** GVRP: Create GVR.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-6-DB\_FULL: GVRP: Data Base is FULL. Port #: [dec]

**Explanation** GVRP: Data Base is FULL.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-DSTR\_GVR: GVRP: Destroying GVR..

**Explanation** GVRP: Destroying GVR.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-3-FILE\_WRITE\_FAIL: Failed to write to a config file. File Name: [chars].

**Explanation** Failed to write to a config file.

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

**Error Message** %DOT1Q-3-FLASH\_READ\_FAIL: Error retrieving file [chars] from system flash.

**Explanation** Error retrieving file from 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/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** %DOT1Q-3-GID\_FIND\_PORT: Failed to find a gid port. Port # [dec].

**Explanation** 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/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** %DOT1Q-3-GIP\_CREATE\_FAIL: Failed to Create GIP..

**Explanation** Failed to Create 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/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** %DOT1Q-7-GVR\_ADD\_PORT: GVRP: GVR add Port # [hex]..

**Explanation** GVRP: GVR add Port.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-3-GVR\_CREATE\_FAIL: Failed to Create GVR.

**Explanation** Failed to Create 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/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** %DOT1Q-7-GVR\_RMV\_PORT: GVRP: GVR removed Port # [hex]..

**Explanation** GVRP: GVR removed Port.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-3-GVR\_TO\_DTL: Failed to get the link state for an interface. Port # [dec]

**Explanation** 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/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** %DOT1Q-3-INVALID\_CONFIG\_REQ: Invalid configuration request. Failed to send vlan configuration request

**Explanation** Invalid Configuration request. Failed to send 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/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** %DOT1Q-3-INVALID\_CONFIG\_REQ\_RCV: Invalid configuration received. Failed to service vlan configuration request.

**Explanation** Invalid configuration received. Failed to service 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/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** %DOT1Q-7-JOIN\_MSG\_RCV: GVRP: Join msg is received. Port #: [dec].

**Explanation** GVRP: Join msg is received.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-3-LAG\_CALBAK\_FAIL: Link Aggregation malfunctioned while initializing Vlan.

**Explanation** Link Aggregation malfunctioned while initializing 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/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** %DOT1Q-7-LEAVE\_ALL\_TMR\_EXP: GVR: delete attribute Timer Expired..

**Explanation** GVR: delete attribute Timer Expired.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-LEAVE\_MSG\_RCV: GVRP: Leave msg is received. Port #: [dec].

**Explanation** GVRP: Leave msg is received.

**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** No available entries for VLAN ID. Maximum number of Vlans allowed exceeded

**Recommended Action** No action is required.

**Error Message** %DOT1Q-3-MBUF\_GET\_FAIL: Unable to transmit GVRP packet for port # [dec]. Out of system buffers.

**Explanation** Unable to transmit GVRP packet. 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/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** %DOT1Q-3-MEM\_ALLOC\_FAIL: Failed to allocate memory.

**Explanation** 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/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** %DOT1Q-3-MIN\_VLAN\_FAIL: No VLANs created upon initialization.

**Explanation** No VLANs 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/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** %DOT1Q-3-MODIFY\_VLAN\_FAIL: Bridge not initialized. Cannot modify vlan.  
Vlan Id: [dec]

**Explanation** Bridge not initialized. Cannot modify 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/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** %DOT1Q-3-NOTIFY\_USERS\_FAIL: Failed to notify registered users. Vlan  
Id: [dec].Interface: [dec]

**Explanation** 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/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** %DOT1Q-7-PORT\_ENABLED: Port is Enabled. Port #: [dec].

**Explanation** Port is Enabled.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-PORT\_JOINING: GVRP: Port # [hex] is joining..

**Explanation** GVRP: Port is joining.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-PORT\_LEAVING: GVRP: Port # [hex] is leaving..

**Explanation** GVRP: Port is leaving.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-7-TX\_GVR: GVRP: Transmitting msg. Port # [dec].

**Explanation** GVRP: Transmitting msg.

**Recommended Action** No action is required.

**Error Message** %DOT1Q-3-UPDATE\_PSTNT\_FAIL: Problem updating persistent data for VLAN [dec].

**Explanation** Problem updating persistent data for 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/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** %DOT1Q-3-UPDATE\_TNZNT\_FAIL: Problem updating transient data for VLAN [dec].

**Explanation** Problem updating transient data for 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/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** %DOT1Q-3-VLAN\_CONFIG\_FAIL: Failed to configure Vlan. Vlan Id: [dec].

**Explanation** 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/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** %DOT1Q-3-VLAN\_CREATE\_MODIFY\_FAIL: Failed to create or modify vlan. Vlan Id: [dec]

**Explanation** 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/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** %DOT1Q-3-VLAN\_DELAVL\_FAIL: Failed to delete a vlan Entry from the AVL tree.VLAN [dec].

**Explanation** Failed to delete a vlan entry form 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/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** %DOT1Q-3-VLAN\_DEL\_FAIL: Failed to delete all static vlans. Number of failures: [dec]

**Explanation** 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/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** %DOT1Q-3-VLAN\_ENTRY\_FAIL: Failed while updating data for VLAN [dec] in the avl tree

**Explanation** Failed while updating data for 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/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** %DOT1Q-3-VLAN\_FIND\_FAIL: Vlan [dec] does not exists or Invalid Vlan ID

**Explanation** The Requested vlan does not 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/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** %DOT1Q-3-VLAN\_MBR\_SET: Failed to set an interface to vlan. Vlan Id: [dec]. Interface: [dec]

**Explanation** Failed to set an interface to 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/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** %DOT1Q-3-VLAN\_PORTMBR\_FAIL: Failed to get port membership information for vlan.Port # [dec].

**Explanation** Failed to get port membership information for 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/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** %DOT1Q-3-VLAN\_RANGE\_FAIL: Attempt to create a vlan with an invalid vlan id [dec].

**Explanation** Attempt 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/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** %DOT1Q-3-VLAN\_RGS\_FAIL: VLAN registration failed. Registrar: [dec].

**Explanation** 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/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** %DOT1Q-3-VLAN\_TYPEGET\_FAIL: Failed to get the Vlan Type. Port # [dec].

**Explanation** 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/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.

## DOT1X Messages

This section contains 802.1X (DOT1X) messages.

**Error Message** %DOT1X-4-AAA\_MAX\_RETRY: Max AAA authentication attempts exceeded for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication 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-3-AAA\_SEND\_ERR: Error sending AAA message - [chars]; client [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/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** %DOT1X-3-AAA\_SEND\_FAILURE: Unable to send AAA message for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication 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/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** %DOT1X-1-ABORT\_AUTH: Backend Authentication SM:: 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/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** %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** Client authentication failed because an internal error occurred when attempting to add the key mapping key to 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/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** %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/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** %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 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/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** %DOT1X-4-BE\_RCV\_NULL\_ARG: Empty message received from AAA

**Explanation** A 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/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** %DOT1X-6-CCKM\_UPDATE: CCKM association for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] updated; parameter [chars], value [int]

**Explanation** A CCKM association parameter has been modified.

**Recommended Action** No action is required.

**Error Message** %DOT1X-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 in 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/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** %DOT1X-3-COMPUTE\_PRF\_FAILED: Failed to compute PRF mode [int], size [int] - [chars]

**Explanation** An internal error occurred when attempting to calculate a pseudo-random 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/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** %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/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** %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/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** %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/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** %DOT1X-3-EAPOL\_MSG\_ATTACK: Possible authentication attack - [chars]; client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because an EAPOL message from the client contained data that should only be sent by the access point. This may be caused by an intruder spoofing authentication frames.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity. If this does not solve the problem research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %DOT1X-3-GTK\_ENCRYPT\_FAILED: Unable to encrypt CCKM GTK for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because an internal error occurred when attempting to encrypt a 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/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** %DOT1X-4-IGNORE\_PREAUTH: Ignoring pre-auth request from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** A pre-authentication request message from a client was ignored

**Recommended Action** No action is required.

**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/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** %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 AP's 802.1X interface was not found. This may have been caused by sudden loss of connection to the AP, in which case the client will recommence association with another AP, or with the same AP when it recovers.

**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/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** %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/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** %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/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** %DOT1X-3-INVALID\_DOT1X\_Q\_TYPE: Invalid type ([int]) in 802.1X message queue

**Explanation** A message on an internal message queue could not be processed because the message type was invalid.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %DOT1X-3-INVALID\_EAP\_MSG: Invalid EAP message received - [chars]; EAP Id [int], 802.1X Id [dec], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An invalid EAP message was received from the client. The message was ignored.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity. If this does not solve the problem research and attempt to resolve the error using the Output Interpreter <https://www.cisco.com/cgi-bin/Support/OutputInterpreter/home.pl>. Also perform a search of the Bug Toolkit <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. If you still require assistance, open a case with the Technical Assistance Center via the Internet [http://www.cisco.com/cgi-bin/front.x/case\\_tools/caseOpen.pl](http://www.cisco.com/cgi-bin/front.x/case_tools/caseOpen.pl), or contact your Cisco technical support representative and provide the representative with the gathered information.

**Error Message** %DOT1X-3-INVALID\_EAPOL\_VER: Invalid EAPOL version ([int]) in EAPOL-key message; type [int], descriptor [int], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because of an authentication protocol error between the client and access point.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message** %DOT1X-3-INVALID\_KEY\_LEN: Invalid key length ([int])

**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/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** %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/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** %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/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** %DOT1X-3-INVALID\_MIC\_ALGORITHM: Unsupported MIC algorithm ([int])

**Explanation** Client authentication failed because an internal error occurred when attempting to compute a MIC value.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %DOT1X-4-INVALID\_MSG\_TYPE: Invalid message type [int] received from AAA

**Explanation** A message was received from AAA with an unexpected type. 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/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** %DOT1X-3-INVALID\_PTK\_LEN: Invalid PTK length ([int])

**Explanation** Client authentication failed because an internal error occurred when attempting to compute a temporal key.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %DOT1X-3-INVALID\_RC4\_KEY: Invalid EAPOL RC4 key msg from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - [chars]

**Explanation** Client authentication failed because an EAPOL RC4 key message from the client contained invalid data.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message** %DOT1X-3-INVALID\_REPLAY\_CTR: Invalid replay counter from client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - got [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex], expected [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]

**Explanation** Client authentication failed because an EAPOL message from the client contained an invalid replay counter.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message** %DOT1X-3-INVALID\_WPA\_KEY\_MSG: Error in received EAPOL msg - [chars]; version [int], type [int], descriptor [int], client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because of an authentication protocol error between the client and access point.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message** %DOT1X-3-INVALID\_WPA\_KEY\_MSG\_STATE: Received invalid [chars] msg in [chars] state - [chars]; len [int], key type [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-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-3-KEY\_LEN\_NOT\_FOUND: Key length not found for policy [int]

**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/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** %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/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** %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-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-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-4-RCV\_NULL\_ARG: Empty message received from AAA

**Explanation** A 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/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** %DOT1X-4-RCV\_SHORT\_EAP\_ATTR: Received short EAP Attribute for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Error Message** 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/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** %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/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** %DOT1X-1-SEND\_AAA\_FAILED: Couldnot 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/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** %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/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** %DOT1X-1-SET\_BRDCST\_KEY\_ERR: Could not set broadcast keys for WLAN [int]; GTK length [int], max [int]

**Explanation** Broadcast keys for the WLAN could not be set or refreshed because of 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/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** %DOT1X-1-SOCK\_OPER\_FAILED: Socket [chars] operation failed on 802.1X socket

**Explanation** An internal error caused a socket processing failure.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %DOT1X-4-TRUNCATE\_USERNAME: Truncated user name from [int] to [int] characters for client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** The username supplied by a client was longer than permitted and has been truncated.

**Recommended Action** No action is required.

**Error Message** %DOT1X-3-UNKNOWN\_EAPOL\_KEY\_DESC: Received unknown EAPOL key descriptor [int]

**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/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** %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 user name is already in use by another client.

**Recommended Action** Ensure that unique user names are used by each client.

**Error Message** %DOT1X-4-USER\_MAX: Authentication rejected for user [chars] - max number of users ([int]) exceeded

**Explanation** User authentication failed because the maximum permitted number of users are already connected.

**Recommended Action** No action is required.

**Error Message** %DOT1X-1-VALIDATE\_REPLAY\_CTR\_FAILED: Couldnt Validate the replay counter in packet. [chars]. Got: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]. Expected: [hex] [hex] [hex] [hex] [hex] [hex] [hex] [hex]. Mobile: [hex] [hex] [hex] [hex] [hex]

**Explanation** Client authentication failed because an EAPOL message from the client contained an invalid replay counter.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also, investigate possible intruder activity.

**Error Message** %DOT1X-6-WARP\_PARAM\_UPDATE: WARP association for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] updated; parameter [chars], value [int]

**Explanation** A WARP association parameter has been modified.

**Recommended Action** No action is required.

**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 may be caused by an intruder and countermeasures may be taken.

**Recommended Action** If the problem persists, try upgrading the client driver software or using different client software to isolate the cause. Also investigate possible intruder activity.

**Error Message** %DOT1X-3-WPA\_SEND\_STATE\_ERR: Unable to send EAPOL-key msg - invalid WPA state ([int]) - client [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Client authentication failed because the session was not in the correct state when attempting to send an EAPOL-key message.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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.



# 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** Fail to store config file in 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/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** %DOT3AD-0-FAIL\_DOT3AD\_MSGQ: LAG: Unable to create msg queue for dot3ad lac task.

**Explanation** LAG: Unable to create msg queue for dot3ad lac task.dot3ad sub-system 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/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** %DOT3AD-3-FAIL\_DOT3AD\_REBOOT: LAG in transition..Switich reboot DUE..!!

**Explanation** LAG in transition..Switich reboot DUE..!!

**Recommended Action** No action is required.

**Error Message** %DOT3AD-0-FAIL\_DOT3AD\_SEM: Unable to create a dot3ad semaphore.

**Explanation** Unable to initialize a dot3ad semaphore.dot3ad sub-system 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/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** %DOT3AD-3-FAIL\_DOT3AD\_SYSBUF: Out of System buffers.

**Explanation** Out of System buffers.

**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/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** %DOT3AD-0-FAIL\_LAC\_CREATE: Failed to create dot3ad LAC task.

**Explanation** Failed to create dot3ad LAC task.dot3ad sub-system 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/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** %DOT3AD-0-FAIL\_LAC\_INIT: Unable to initialize dot3ad lac task.

**Explanation** Unable to initialize dot3ad lac task.dot3ad sub-system 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/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.

## DTL Messages

This section contains designated transit list (DTL) messages.



**Error Message** %DTL-4-ACL\_SET\_FAILED: Could not set an ACL entry. ACL Id=[dec]. [chars].

**Explanation** 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/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** %DTL-3-APENTRY\_ADD\_FAILED: Unable to Add AP entry due to [chars] (= [dec]).

**Explanation** Unable to Add 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/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** %DTL-3-APENTRY\_CONF\_FAILED: Unable to configure an AP Entry. [chars]. Intf=[dec]

**Explanation** 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/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** %DTL-3-APENTRY\_DEL\_FAILED: Unable to delete AP entry due to [chars] (= [dec])

**Explanation** Unable to delete 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/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** %DTL-6-ARP\_ADD\_FAILED: Unable to insert an ARP entry for [dec].[dec].[dec].[dec] to the ARP table.

**Explanation** Unable to insert an ARP entry to the ARP table.

**Recommended Action** No action is required.

**Error Message** %DTL-3-ARPDATA\_LOOP\_DETECTED: Found an Arp Data looping from [dec]. Drop it

**Explanation** Found an Arp Data looping 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/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** %DTL-6-ARPDATA\_QUEUE\_OVERLOAD: ARP input q exceeds limit. Current val = [dec]

**Explanation** ARP task input queue is exceeding limit. Please see if there is any ARP loop in the network

**Recommended Action** No action is required.

**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** 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/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** %DTL-6-ARP\_DEL\_FAILED: Could not delete the ARP entry for [dec].[dec].[dec].[dec] from the ARP table.

**Explanation** ARP entry to delete does not exist

**Recommended Action** No action is required.

**Error Message** %DTL-4-ARPMAP\_DEL\_FAILED: [chars]

**Explanation** 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/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** %DTL-1-ARP\_PKT\_RECVD: Received ARP packet on a [chars] WLAN.

**Explanation** Received an ARP packet,through 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/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** %DTL-6-ARP\_PKT\_TYPE\_NOT\_EOIP: Received tunneled arp packet type [dec] is not EOIP

**Explanation** Received arp packet should be tunneled from foreign. So it should contain EOIP type

**Recommended Action** No action is required.

**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 5-1](#) lists explanations for each segment of the example message above.

**Table 5-1** Explanations for ARP\_POISON Message Segments

Message Segment	Explanation
DTL-1-ARP_POISON_DETECTED	The controller received an ARP packet from a client in DHCP_REQ state.
STA [00:01:02:0e:54:c4, 0.0.0.0]	The client (“STA,” an 802.11 wireless station) has a MAC address of 00:01:02:0e:54:c4 and an IP address unknown to the controller (“0.0.0.0”).
ARP (op 1)	The offending packet received from the client was an ARP request (opcode 1).
invalid SPA 192.168.1.152/TPA 192.168.0.206	The source IP address (SPA: “sender protocol address”) of the ARP request was 192.168.1.152. The target IP address (TPA, or “target protocol address”) of the ARP request was 192.168.0.206.

**Recommended Action** When you see this message, take one or more of these steps:

- Decide whether you want to force your wireless clients to DHCP first, after associating, before they can send IP packets.
  - If no, unconfigure DHCP 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 (i.e. one in 169.254.0.0/16), this might indicate that the client is attempting but failing to acquire an address using DHCP, and you should verify that your DHCP implementation works.

**Error Message** %DTL-3-ARP\_SEND\_FAILED: Could not send [chars] to [hex]:[hex]:[hex]:[hex]:[hex]:[hex]. VLAN=[dec], Intf=[dec]. [chars].

**Explanation** 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/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** %DTL-6-ARP\_TABLE\_FULL: ARP table is full.Could not add the new entry

**Explanation** ARP table is full.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** Received ethernet type is not ARP type.

**Recommended Action** No action is required.

**Error Message** %DTL-3-CALLBACK\_PROC\_FAILED: Callback for command:[dec] failed for user port: [int]/[int]/[int]

**Explanation** A DTL callback process 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/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** %DTL-4-DSINTF\_GET\_FAILED: Unable to get the interface set for distribution system.

**Explanation** Unable to get the interface set for distribution system. Probably it has not been set 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/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** %DTL-3-DSINTF\_SET\_FAILED: Unable to configure the Distribution Service Interface [chars].

**Explanation** 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/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** %DTL-3-DSNET\_BCAST\_FAILED: Failed to [chars] broadcast on the WLC.

**Explanation** The WLC will forward broadcast traffic only when broadcast 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/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** %DTL-3-DSNET\_CONF\_FAILED: Unable to set [chars] on Distribution Service interface.

**Explanation** Unable to set the specified parameter on 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/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** %DTL-3-DSNET\_MCAST\_FAILED: Failed to [chars] multicast on the WLC.

**Explanation** The WLC will forward multicast traffic only when multicast 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/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** %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/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** %DTL-3-DSPORT\_DEL\_FAILED: Could not delete Distribution Service port: [dec]. [chars].

**Explanation** Could not delete 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/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** %DTL-7-END\_LOAD\_DONE: Done loading Enhanced Network Driver....

**Explanation** Done loading Enhanced Network Driver....

**Recommended Action** No action is required.

**Error Message** %DTL-0-END\_LOAD\_FAILED: Failed to load Enhanced Network Driver.

**Explanation** Failed to load 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/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** %DTL-7-END\_LOAD\_STARTED: Loading Enhanced Network Driver.

**Explanation** Loading Enhanced Network Driver.

**Recommended Action** No action is required.

**Error Message** %DTL-3-FAP\_ADD\_FAILED: Could not add a Foreign AP port. [chars]. Port Intf = [dec].

**Explanation** 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/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** %DTL-3-FAP\_DEL\_FAILED: Could not delete a Foreign AP port. [chars]. Port Intf = [dec].

**Explanation** 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/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** %DTL-4-FDBCMD\_RECV\_FAILED: Failed to process command from user port [dec]/[dec]/[dec]. Family=[dec], Cmd=[dec], Event=[dec]. [chars].

**Explanation** Failed to process command from userport.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-FDBMAC\_ADD\_FAILED: Unable to add an MAC entry. [chars].

**Explanation** Unable to add an 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/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** %DTL-4-GRAT\_ARP\_NOTSENT: Did not send Gratuitous ARP to defend IP address ([int].[int].[int].[int]) of local interface '[chars]'.

**Explanation** Sending gratuitous ARP, to defend IP, was held due to rate limiting.

**Recommended Action** No action is required.

**Error Message** %DTL-3-INTFTBL\_CONF\_FAILED: Unable to configure Interface table entry.The DAPI command [chars] failed

**Explanation** Unable to configure 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/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** %DTL-3-INVALID\_ARP\_TIMEOUT\_ADDR: MAC entry ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) received for timeout is INVALID. Dropping it.

**Explanation** MAC entry received for timeout is INVALID. Dropping 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/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** %DTL-4-INVALID\_DOT1D\_STATE: Received invalid DOT1D state [dec], for interface [dec].

**Explanation** Received 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/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** %DTL-3-INVALID\_MCAST\_UPORT: Invalid usp ([int],[int],[int]) used for multicast!

**Explanation** Invalid userport used for 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/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** %DTL-3-INVALID\_NODEINFO\_TYPE: Unsupported information type([dec]) found for interface [dec].

**Explanation** Unsupported information type 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/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** %DTL-3-INVALID\_PORT\_INDEX: Using invalid port [int] to index Port Table

**Explanation** Using invalid port to index 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/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** %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/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** %DTL-4-IPPROTO\_RECV\_NOT\_READY: DTL interface not yet ready to accept IP frames.

**Explanation** DTL interface not yet ready to accept IP frames. It has not yet 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/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** %DTL-3-MAC\_DELETE\_ALL\_FAILED: Failed to delete all entries from table. Could not delete [dec] MAC entries.

**Explanation** Failed to delete all mac entries from table

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

**Error Message** %DTL-6-MAC\_DELETE\_FAILED: Failed to delete MAC entries in ARP Send Table.

**Explanation** Failed to delete MAC entries in ARP Send Table.

**Recommended Action** No action is required.

**Error Message** %DTL-3-MCAST\_STREAM\_REG\_FAILED: Could not register a multicast stream on the interface [dec].

**Explanation** 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/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** %DTL-3-MIBOBJ\_INIT\_FAILED: DTL device failed to initialize MIB2 table.

**Explanation** DTL device failed to initialize MIB2table.

**Recommended Action** Copy the message exactly as it appears on the 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** %DTL-3-MSG\_Q\_ENQUEUE\_FAILED: Failed to enqueue message to DTL message queue. Head=[hex], Tail=[hex], Count=[dec].

**Explanation** Failed to enqueue message to DTLmessage 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/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** %DTL-3-MSG\_Q\_FULL: DTL msg queue is FULL. Head=[hex], Tail=[hex], Count=[dec].

**Explanation** DTL msg 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/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** %DTL-3-NPUARP\_ADD\_FAILED: Unable to add an ARP entry for [dec]:[dec].[dec].[dec] to the network processor. [chars].

**Explanation** 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/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** %DTL-3-NPUARP\_DEL\_FAILED: Unable to delete an ARP entry for [dec]:[dec].[dec].[dec] from the network processor. [chars].

**Explanation** 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/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** %DTL-3-NPUMAC\_DEL\_FAILED: Unable to delete the MAC address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from the network processor. [chars]

**Explanation** 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/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** %DTL-3-OSARP\_ADD\_FAILED: Unable to add an ARP entry for [dec]:[dec].[dec].[dec] to the operating system. [chars].

**Explanation** 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/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** %DTL-3-OSARP\_DEL\_FAILED: Unable to delete an ARP entry for [dec].[dec].[dec].[dec] from the operating system. [chars]

**Explanation** 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/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** %DTL-3-PDU\_RECEIVE\_FAILED: Failed to receive a PDU.  
USP:[dec]/[dec]/[dec]. Family=[dec], Cmd=[dec], Event=[dec].[chars]

**Explanation** 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/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** %DTL-3-PKT\_TX\_ERROR: Failed to transmit a packet of type [dec], USP:[dec]/[dec]/[dec].

**Explanation** 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/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** %DTL-7-RESOLV\_REQ\_DROPPED: [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not a client,dropping the resolve request

**Explanation** The controller is dropping the ARP resolve request because the client could not be found.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %DTL-3-RESTART\_TIMER\_FAILED: [chars]

**Explanation** Failed to start 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/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** %DTL-6-RX\_ARP\_LWAPP\_CTL: Received lwapp ctl packet to arp task at wrong place.

**Explanation** Received Ethernet type is LWAPP type. But it should not be LWAPP control.

**Recommended Action** No action is required.

**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** Unable to plumb SCB IP entry to 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/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** %DTL-3-SCBIP\_DEL\_FAILED: Unable to remove SCB IP entry for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from NPU

**Explanation** Unable to remove SCB IP entry from 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/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** %DTL-0-SOCK\_OPER\_FAILED: Socket [chars] operation failed.

**Explanation** A socket operation has failed.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %DTL-3-TBTBL\_CONF\_FAILED: Unable to configure token bucket table entry.The DAPI command [chars] failed

**Explanation** Unable to config 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/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** %DTL-6-TUNNELED\_NOT\_ARP: Received tunneled packet type [dec] is not a arp packet.

**Explanation** Received tunneled arp requests 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** Received tunneled ARP requests should be broadcast packets.

**Recommended Action** No action is required.

**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** 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/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** %DTL-6-VAPID\_OUT\_OF\_RANGE: ssid [dec] of the client is out of range

**Explanation** Received tunneled ARP requests 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/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.

## EAP Messages

This section contains Extensible Authentication Protocol (EAP) messages.

**Error Message** %EAP-3-MSGQUEUEFAILED: IOS Proc shim: Unable to enqueue message to proc

**Explanation** IOS message queue simulation: Unable to enqueue 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/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** %EAP-3-NOPROCQUEUE: EAP global process Queue not enabled!

**Explanation** 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/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** %EAP-3-TIMERINITFAILED: Cannot init timer

**Explanation** Cannot init/create timer

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

# EMT Messages

This section contains Ethernet Multisegment Topology (EMT) messages.

**Error Message** %EMT-3-CONFIG\_SAVE\_ERROR: osapiFsWrite failed on [chars].

**Explanation** The EMT configuration could not be saved correctly.

**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/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** %EMT-3-MSG\_DELIVERY\_ERROR1: Cannot deliver timer message to emt task!.

**Explanation** Internal system error

**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/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** %EMT-3-MSG\_DELIVERY\_ERROR2: Cannot deliver enable/disable message to emt task!.

**Explanation** Internal system error

**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/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** %EMT-3-OUT\_OF\_MEMORY\_ERROR1: Out of System buffers.

**Explanation** The system may 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/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** %EMT-2-OUT\_OF\_MEMORY\_ERROR2: Unable to allocate semaphore.

**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/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** %EMT-2-TASK\_CREATE\_ERROR: Failed to Create EMT Task..

**Explanation** Internal system error

**Recommended Action** The Ethernet MultiSegment Topology task 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/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** %EMT-2-TASK\_INIT\_ERROR1: Did not initialize array ptable\_entry\_count correctly !.

**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/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** %EMT-2-TASK\_INIT\_ERROR2: Did not initialize array ptable correctly !.

**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/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** %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/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** %EMT-3-UNSUPPORTED\_MSG\_RECVD: EMT Task: Received unsupported message.

**Explanation** Internal system error

**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/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.

## EMWEB Messages

This section contains embedded web (EMWEB) messages.

**Error Message** %EMWEB-3-ATTACK\_DETECTED: Detecting an attack from [chars]. [chars]. Disconnecting

**Explanation** Detecting an attack.Disconnecting.

**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/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** %EMWEB-1-BUFFER\_TOO\_MANY: Received too many Http buffers from a session. BufCount([dec]) > Max ([dec]), BufLen= [dec]. Aborting session.

**Explanation** Received too many Http buffers from a session.Aborting session.

**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/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** %EMWEB-3-CERTIFICATE\_NOT\_FOUND: Unable to find Web Authentication Certificate. [chars].

**Explanation** Unable to find Web Authentication Certificate.

**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/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** %EMWEB-4-CLI\_OUTPUT\_TRUNCATED: CLI output has been truncated. Line no: [dec].

**Explanation** CLI output has been truncated.

**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/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** %EMWEB-3-CONN\_REJECT: An incoming connection has been rejected. [chars].

**Explanation** An incoming connection has been rejected.

**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/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** %EMWEB-4-CONSOLE\_CLOSED: Closing serial console connection.

**Explanation** Closing serial console connection.

**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/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** %EMWEB-3-FORM\_SUBMIT\_FAILED: Form submit action failed. [chars].

**Explanation** Form submit action failed.

**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/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** %EMWEB-3-INVALID\_SOCKET\_NAME: Unable to get socket name. Error: [chars].

**Explanation** Unable to get socket name.

**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/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** %EMWEB-1-LOGIN\_FAILED: Login failed. User:[chars]. [chars].

**Explanation** Login failed.

**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/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** %EMWEB-3-RCV\_FAILED: Failed to receive a web request. [chars].

**Explanation** Failed to receive a web 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/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.

## ETHOIP Messages

This section contains Ethernet over IP (ETHOIP) messages.



**Error Message** %ETHOIP-4-ARP\_SEND\_ERROR: Unable to send ARP Request for [int].[int].[int].[int]

**Explanation** ARP request send failed.

**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/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** %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.

**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** Internal error 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/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** %ETHOIP-4-GW\_RESOLVE\_ERROR: ping to [int].[int].[int].[int] failed, cannot resolve next-hop gw, rc=[dec]

**Explanation** Next hop gateway could not be resolved for the ping destination address.

**Recommended Action** Please debug your network to allow resolution of next hop gateway to this destination.

**Error Message** %ETHOIP-6-INVALID\_PING\_REPLY\_RECVD1: Drop bogus Ethernet-over-IP ping reply from [int].[int].[int].[int]

**Explanation** Ethernet over IP task dropped a ping reply.

**Recommended Action** No action is required.

**Error Message** %ETHOIP-3-INVALID\_PING\_REPLY\_RECVD2: Drop Ethernet-over-IP ping reply from [int].[int].[int].[int]; expected reply from [int].[int].[int].[int]

**Explanation** Ethernet over IP task dropped an unexpected ping reply.

**Recommended Action** No action is required.

**Error Message** %ETHOIP-3-INVALID\_PKT\_OPTYPE\_RECVD: Recv Ethernet over IP pkt from [int].[int].[int].[int], unrecognized opcode [dec]

**Explanation** Recv Ethernet over IP pkt of incorrect type.

**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/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** %ETHOIP-3-INVALID\_PKT\_RECVD: Ethernet over IP pkt too short; pkt size=[int], expected min=[int]

**Explanation** Invalid Ethernet over IP packet was received.

**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/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** %ETHOIP-3-INVALID\_PKT\_SUBTYPE\_RECVD: Recv Ethernet over IP ping pkt from [int].[int].[int].[int]: ethtype=[hex], expected [hex]

**Explanation** Recv Ethernet over IP ping pkt of incorrect type.

**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/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** %ETHOIP-2-LOCK\_CREATE\_ERROR: Failed to create Ethernet-over-IP ping lock.

**Explanation** 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/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** %ETHOIP-3-MOBILITY\_PEER\_NOT\_FOUND: ping to [int].[int].[int].[int] failed, no mobility record found for the peer.

**Explanation** Ping destination was not found in the mobility list.

**Recommended Action** Please check the mobility list configuration on the controller.

**Error Message** %ETHOIP-3-OSAPI\_MSG\_RECV\_ERROR: Could not rx osapi msg.

**Explanation** Internal system error

**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/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** %ETHOIP-3-OUT\_OF\_MEMORY\_ERROR: Out of System buffers.

**Explanation** The system may 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/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** %ETHOIP-3-PING\_RECVD\_FROM\_NON\_MEMBER: Drop Ethernet-over-IP ping reply from [int].[int].[int].[int]; not a mobility peer

**Explanation** Ethernet over IP task dropped ping reply from unknown source.

**Recommended Action** Please compare the mobility list configuration on the controller with that on the ping sender.

**Error Message** %ETHOIP-6-PING\_REPLY\_FAILED: ping reply to [int].[int].[int].[int] failed, rc=[dec]

**Explanation** The previous messages 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 messages possibly carries the reason for the ping failure.

**Recommended Action** No action is required.

**Error Message** %ETHOIP-3-PING\_RESPONSE\_TX\_FAILED: Failed to tx a ping response to [int].[int].[int].[int], rc=[dec]

**Explanation** Internal system error

**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/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** %ETHOIP-3-PING\_SEND\_ERROR1: Mobility ping to [int].[int].[int].[int] rejected, not a mobility peer

**Explanation** Internal system information

**Recommended Action** Please check 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** mping command failed.

**Recommended Action** Re-issue the mping command 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** mping command 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/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** %ETHOIP-3-PING\_TRANSMIT\_FAILED: [chars]: Failed to tx Ethernet over IP ping rc=[dec].

**Explanation** Internal system error

**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/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** %ETHOIP-3-PKT\_RECV\_ERROR: [chars]: ethoipRecvPkt returned error

**Explanation** Internal system error

**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/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** %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 received Ethernet over IP ping from a non member.

**Recommended Action** Please 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

**Error Message** %ETHOIP-4-RECVD\_PKT\_WITH\_INVALID\_GROUP: Recv Ethernet over IP ping from [int].[int].[int].[int] in different Group

**Explanation** This controller received Ethernet over IP ping with group id not matching this controller

**Recommended Action** Please check mobility configuration on this WLC and its peer to see 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 received Ethernet over IP ping with version not matching this controller

**Recommended Action** Please check code version on this WLC and its peer to see they match. If the problem persists, open a case with the Technical Assistance Center via the

**Error Message** %ETHOIP-2-SOCKET\_OPEN\_ERROR: Unable to open Ethernet-over-IP socket

**Explanation** Mobility failover or guest redundancy services may 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/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** %ETHOIP-3-SOCKET\_READ\_ERROR: read from dtl Ethernet-over-IP socket failed.

**Explanation** Mobility failover or guest redundancy services may be running into socket issues.

**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/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** %ETHOIP-3-SOCKET\_REOPEN\_ERROR: Unable to re-open Ethernet-over-IP socket

**Explanation** Mobility failover or guest redundancy services may 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/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** %ETHOIP-3-SOCKET\_SELECT\_ERROR: select from Ethernet-over-IP socket failed with error [dec]

**Explanation** Mobility failover or guest redundancy services may 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/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** %ETHOIP-2-TASK\_INIT\_ERROR1: Failed to create Ethernet-over-IP socket rx task.

**Explanation** 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/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** %ETHOIP-2-TASK\_INIT\_ERROR2: Failed to create ethoip osapi queue.

**Explanation** 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/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** %ETHOIP-2-TASK\_INIT\_ERROR3: Failed to create ethoip osapi receive task.

**Explanation** 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/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.

## FDB Messages

This section contains FDB subsystem (FDB) messages.

**Error Message** %FDB-0-MSGTAG001: Failed to Create fdb Task..

**Explanation** Failed to Create 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/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** %FDB-3-MSGTAG002: Error retrieving file [chars].

**Explanation** Error retrieving 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/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** %FDB-3-MSGTAG003: LIF: Unable to register for VLAN change callback.

**Explanation** LIF: Unable to register for 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/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** %FDB-3-MSGTAG004: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** Error on call to osapiFsWrite routine on config 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/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** %FDB-3-MSGTAG005: fdb Task: Failed to create, exiting.....

**Explanation** fdb Task: Failed to create, 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/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.

## FIPS Messages

This section contains Federal Information Processing Standards (FIPS) messages.

**Error Message** %FIPS-4-DUPLICATE\_NDRNG\_OUTPUT: Duplicate non-deterministic RNG output. Auto-seeding...

**Explanation** FIPS continuous RNG test failed. FIPS requires that two consecutive NDRNG block must not be the same.

**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/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** %FIPS-4-DUPLICATE\_RNG\_OUTPUT: Duplicate FIPS 186-2 RNG output. Auto-seeding...

**Explanation** FIPS continuous RNG test failed. FIPS requires that two consecutive RNG block must not be the same.

**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/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** %FIPS-3-LOADCONF\_FAILED: Unable to load configuration.

**Explanation** Failed to load 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/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** %FIPS-4-PREREQMODE\_SET\_FAILED: Unable to set FIPS prerequisite mode because it is already [chars].

**Explanation** 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 RNG seed must not be the same as the RNG seed key.

**Recommended Action** No action is required.

**Error Message** %FIPS-3-ZEROIZATION\_FAILED: Unable to reset the system key. [chars].

**Explanation** FIPS requires a mechanism to reset critical security parameter. An error was detected 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/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** %FIPS-3-ZEROIZE\_AP\_FAILED: Unable to reset the AP key. [chars].

**Explanation** AP reported resetting 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/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** %FIPS-3-ZEROIZE\_CFM\_SEND\_FAILED: Unable to reset the AP key. [chars].

**Explanation** An error was detected while trying to confirm 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/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** %FIPS-3-ZEROIZE\_REQ\_SEND\_FAILED: Unable to reset the AP key. [chars].

**Explanation** An error was detected 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/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.

## HIFN Messages

This section contains HIFN subsystem (HIFN) messages.

**Error Message** %HIFN-3-DHMAPMEM: error return [dec] while mapping DH structs

**Explanation** Call for mapping various structures like public Key, 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/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** %HIFN-3-DHMEMOVERRUN: Memory overrun in DH parameter

**Explanation** This errors occurs if some tasks overwrite into DH structure memories. A case of memory overrun has happened

**Recommended Action** Copy the message exactly as it appears on the 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** %HIFN-3-DHSYNCEXECFAIL: error return [dec] while execution of command

**Explanation** 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/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.

## HREAP Messages

This section contains hybrid remote-edge access point (HREAP) messages.

**Error Message** %HREAP-3-MSGTAG001: Unable to write hreap configuration file.

**Explanation** Unable to write hreap 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/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** %HREAP-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/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.

## IAPP Messages

This section contains Inter-Access Point Protocol (IAPP) messages.

**Error Message** %IAPP-3-AP\_NOT\_FOUND: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not exist.

**Explanation** Access Point could not be found.

**Recommended Action** Please 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/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** %IAPP-3-INVALID\_PKT\_RECVD: invalid subType([dec]) in iappProcessLocpClientPackets

**Explanation** An invalid IAPP Packet was received.

**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/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** %IAPP-3-MOBILE\_NOT\_FOUND: mobile station [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not exist.

**Explanation** Mobile station could not be found.

**Recommended Action** Please 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/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** %IAPP-3-OUT\_OF\_MEMORY\_ERROR: Out of System buffers.

**Explanation** The system may 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/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** %IAPP-3-SOCKET\_READ\_ERROR: read from dtl IAPP socket failed.

**Explanation** IAPP task is experiencing problems while processing packets.

**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/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** %IAPP-3-SOCKET\_OPEN\_ERROR: Unable to re-open IAPP socket

**Explanation** IAPP task is experiencing problems while processing packets.

**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/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** %IAPP-3-SOCKET\_SELECT\_ERROR: select from IAPP socket failed with error [dec]

**Explanation** IAPP task is experiencing problems while processing packets.

**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/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** %IAPP-2-TASK\_INIT\_ERROR1: Failed to create IAPP socket rx task..

**Explanation** IAPP task 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/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** %IAPP-2-TASK\_INIT\_ERROR2: Unable to open IAPP socket

**Explanation** IAPP task 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/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** %IAPP-3-UNSUPPORTED\_MSG\_RECVD: unsupported message [dec] from LOCP to client

**Explanation** Internal system error

**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/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.

## IDMGR Messages

This section contains ID Manager (IDMGR) messages.



**Error Message** %IDMGR-3-ID\_MANAGER\_INTERNAL\_ERROR: [chars]

**Explanation** Internal error occurred with 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/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-INTERRUPT: [chars]

**Explanation** An id\_get attempted at 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/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: bad id in [chars] (id: [hex])

**Explanation** An ID Manager 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/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 occurred.

**Recommended Action** Copy the message exactly as it appears on the 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-MALLOC\_FAILURE: [chars]

**Explanation** A malloc failure occurred in 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/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.

## INIT Messages

This section contains initialization (INIT) messages.

**Error Message** %INIT-3-CREAT\_SOCKET\_FAILED: Failed to open socket to read MAC address from eth[dec].

**Explanation** Failed to open socket to read 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/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-0-DRIVER\_OPEN\_FAILED: Failed to open the driver [chars]

**Explanation** 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/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-6-FE\_MODULE\_NOT\_FOUND: Fast Ethernet Module not found.

**Explanation** Fast Ethernet Module not found.

**Recommended Action** No action is required.

**Error Message** %INIT-3-FILE\_OPEN\_FAILED: Failed to open the file [chars].

**Explanation** Failed to open a file.

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

**Error Message** %INIT-3-INIT\_GIGCARD\_FAILED: Failed to initialize dual Gig card.

**Explanation** Failed to initialize dual Gig 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-7-INIT\_LED: Initializing LEDs

**Explanation** Initializing LEDs

**Recommended Action** No action is required.

**Error Message** %INIT-0-LICENSED\_CRASH: License daemon exited abnormally.

**Explanation** License daemon 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/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-0-LICENSED\_EXIT\_NORMAL: License daemon exited normally with code [dec].

**Explanation** License daemon 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/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-0-LICENSED\_FORK\_FAILED: Failed to spawn the license daemon.

**Explanation** 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/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-0-LICENSED\_RESTART\_NOTIFY: Failed to send notification of the restart event.

**Explanation** Failed to send 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/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-0-LICENSED\_START\_FAILED: Failed to start the license daemon.

**Explanation** 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/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** 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/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-PARSING\_FAILED: Unable to parse the content of the file [chars].

**Explanation** 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/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-READ\_EEPROM\_FAILED: Failed to read MAC address from EEPROM.

**Explanation** Failed to read 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/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-0-READ\_GIGCARD\_FAILED: Failed to read data from dual Gig card.

**Explanation** Failed to read data from dual Gig 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-READ\_HWADDR\_FAILED: Failed to read MAC address from eth[dec].The ioctl call failed for [chars].

**Explanation** Failed to read 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/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-6-SECURITY\_MODULE\_NOT\_FOUND: Security Module not found.

**Explanation** Security Module not found.

**Recommended Action** No action is required.

**Error Message** %INIT-0-SEM\_CREAT\_FAILED: Failed to create semaphore for the INIT task.

**Explanation** Failed to create 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/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-0-SET\_I2CADDR\_FAILED: Failed to set the I2C device address for dual Gig card.

**Explanation** Failed to set the I2C device address for dual Gig 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-7-SWITCH\_BOOTING: Switch booting...

**Explanation** Switch booting...

**Recommended Action** No action is required.

**Error Message** %INIT-6-SWITCHING\_TRANSCEIVER: Switching to Transceiver [chars].

**Explanation** Switching to another transceiver.

**Recommended Action** No action is required.

**Error Message** %INIT-0-TASK\_CREAT\_FAILED: Failed to create the task [chars].

**Explanation** 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/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-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/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-TRANSCEIVER\_NOT\_DETECTED: No transceivers detected.

**Explanation** No transceivers 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/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-0-WRITE\_GIGCARD\_FAILED: Failed to write data to dual Gig card.

**Explanation** Failed to write data to dual Gig 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-0-WRITING\_INVALID\_VALUE\_TO\_SERVICE\_PORT: Writing invalid value of [hex] to control register of service port phy.

**Explanation** Writing invalid value of [hex] to control register of service port phy.

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

## IOS Messages

This section contains Cisco Internet Operating System (IOS) messages.



**Error Message** %IOS-3-INV\_CERT\_LEN: LOCAL-AUTH(SHIM): Received peer cert too big (size [int])

**Explanation** Received 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/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** %IOS-3-INV\_PARAM: OPSSL\_PARSER: Received a NULL ctx in verify callback

**Explanation** OPSSL\_PARSER: Received a NULL ctx in verify callback. 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/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** %IOS-3-PEER\_CERT\_DECODE\_FAIL: LOCAL-AUTH(SHIM): Unable to decode peer device cert for session [hex]

**Explanation** Unable to decode 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/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** %IOS-3-PEER\_CERT\_GET\_FAIL: LOCAL-AUTH(SHIM): Unable to retrieve peer device cert for session [hex]

**Explanation** Unable to retrieve 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/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** %IOS-3-PEER\_CERT\_VER\_FAIL: LOCAL-AUTH: Peer cert (user '[chars]') failed '[chars]' check

**Explanation** LOCAL-AUTH: 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/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** %IOS-3-PEER\_CERT\_ZERO\_LEN: OPSSL\_PARSER: Received a zero len cert from peer for session [hex]

**Explanation** OPSSL\_PARSER: Received a zero len cert from 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/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.

## 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** Could not create statistical counters. 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/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.

## L7API Messages

This section contains L7API subsystem (L7API) messages.

**Error Message** %L7API-0-SYS\_INIT\_FAIL: SystemInitStatus is corrupt [hex]

**Explanation** SystemInitStatus is corrupt

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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.

## L7COMM Messages

This section contains L7COMM subsystem (L7COMM) messages.

**Error Message** %L7COMM-3-ACL\_NAME\_TOO\_LONG: aclName too long

**Explanation** aclName 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/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** %L7COMM-3-VLAN\_NAME\_TOO\_LONG: vlanIfName too long

**Explanation** vlanIfName 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/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.

# LAG Messages

This section contains Link Aggregation (LAG) messages.

**Error Message** %LAG-3-CMD\_WAIT\_FAIL: Lag command failed to complete for Interface: [dec].

**Explanation** Lag command 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/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** %LAG-3-CONFIG\_INIT\_FAIL: Failed to apply component startup configuration for Lag.

**Explanation** Failed to apply 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/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** %LAG-3-CREATE\_NEW\_FAIL: Could not create LAG from NV config data entry.

**Explanation** Could not create LAG from NV config 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/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** %LAG-3-CRTLBLK\_GET\_FAIL: Cannot create LAG '[chars]'. Exceeded Maximum number of LAG interfaces possible.

**Explanation** Cannot create LAG. Exceeded Maximum number of LAG interfaces possible.

**Recommended Action** Copy the message exactly as it appears on the 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** %LAG-3-FILE\_WRITE\_FAIL: Failed to write to configuration file [chars].

**Explanation** Failed to write to 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/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** %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 Lag must have same speed. One of the members of Lag has speed different than all other members of Lag. Removing that interface from the Port Bundle

**Recommended Action** No action is required.

**Error Message** %LAG-3-INIT\_FAIL: Failed to initialize Link Aggregation.

**Explanation** 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/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** %LAG-3-INTF\_FIND\_FAIL: Interface [dec] not found in LAG [dec] member list.

**Explanation** Interface not found in 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/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** %LAG-4-INTF\_SPEED\_UPDATED: Speed of interface [dec] updated with the speed of all other members of Lag.

**Explanation** Speed of interface updated with the speed of all other members of Lag.

**Recommended Action** No action is required.

**Error Message** %LAG-3-INVALID\_COMMAND: Invalid command received.

**Explanation** Invalid command 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/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** %LAG-3-INVALID\_CONFIG\_PARAMS: Cannot create LAG '[chars]'. Invalid configuration parameters.

**Explanation** Cannot create LAG. 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/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** %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** Failed to modify LAG. Invalid configuration parameters. Try configuring without any members or all members must be full-duplex and have 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/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** %LAG-3-MODIFY\_INTERNAL\_ERR: Failed to modify LAG [chars]. Internal system error. Interface: [dec]

**Explanation** Failed to modify LAG. 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/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** %LAG-3-MSG\_SND\_FAIL: Failed to send message to Lag for a state change request. Interface: [dec]

**Explanation** Failed to send message to 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/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** %LAG-3-NIM\_INFOGET\_FAIL: Could not get NIM information for LAG interface [dec]. Failed to initialize LAG.

**Explanation** Could not get NIM information for LAG interface. Failed to initialize 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/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** %LAG-3-NV\_READ\_FAIL: Error retrieving file [chars] from flash

**Explanation** Error retrieving file from 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/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** %LAG-0-QUEUE\_CREATE\_FAIL: Unable to create msg queue for Lag Task. Lag initialization failed.

**Explanation** Unable to create msg queue for Lag Task. Lag initialization failed

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

**Error Message** %LAG-3-REG\_CALBAK\_FAIL: Unable to register for interface state changeLAG not initialized.

**Explanation** Unable to register for interface state changeLAG 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/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** %LAG-3-STAT\_INIT\_FAIL: Failed to initialize statistical counters for interface. Interface: [dec]

**Explanation** Failed to initialize statistical counters for 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/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** %LAG-0-TASK\_CREATE\_FAIL: Could not create Lag Task. Lag not initialized

**Explanation** Could not create Lag Task. Lag 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/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** %LAG-3-TASK\_SYNC\_FAIL: Could not synchronize the Lag TASK. Lag not initialized.

**Explanation** Could not synchronize the Lag TASK. Lag 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/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.



## LIC\_AGENT Messages

This section contains License Agent (LIC\_AGENT) messages.

**Error Message** %LIC\_AGENT-3-MEMORY: [chars]

**Explanation** License Agent subsystem has experienced a problem getting the required memory to complete this operation.

**Recommended Action** Check system memory for other memory allocation errors and contact technical support for problem resolution. In the absence of IOS errors, upgrading the memory in the network device might be required.

**Error Message** %LIC\_AGENT-3-UNKNOWN\_EVENT: event [dec], [chars]

**Explanation** License Agent tried to execute an unknown event. Contact technical support for problem resolution.

## 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** Generated key does not match with 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/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** %LICENSE-3-CARD\_MODEL\_INVALID: NEC license does not support the card model [hex].

**Explanation** 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/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** %LICENSE-3-CHECKSUM\_INCORRECT: NEC SKC [chars] checksum [chars] is incorrect.

**Explanation** NEC SKC has 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/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** %LICENSE-6-DECODE\_KEY\_FAILED: Failed to decode the temporary key [chars].

**Explanation** 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/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** %LICENSE-3-FEATURE\_ID\_UNKNOWN: NEC SKC [chars] has unknown feature field [chars].

**Explanation** NEC SKC has 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/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** %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/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** %LICENSE-0-FEATURE\_TURNED\_OFF: NEC key [chars] with feature [chars] has [chars]. AP features are off.

**Explanation** NEC key has expired or been deleted. AP features are off.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-3-FILE\_ACCESS\_FAILED: Failed to access the compressed file [chars].

**Explanation** 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/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** %LICENSE-3-FILE\_INTEGRITY\_FAILED: File integrity failed.

**Explanation** File integrity failed.

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

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

**Error Message** %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/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** %LICENSE-3-FILE\_OPEN\_FAILED: Failed to open the file [chars].Error: [chars].

**Explanation** Failed to open a file.

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

**Error Message** %LICENSE-3-FILE\_READ\_FAILED: Failed to read the file [chars].Error: [chars].

**Explanation** 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/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** %LICENSE-3-FILE\_RETRIEVE\_FAILED: Failed to retrieve the file [chars] from NV memory.

**Explanation** Failed to retrieve file from 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/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** %LICENSE-3-FILE\_SIZE\_MISMATCH: Actual size of the file [chars] ([dec] bytes) mismatches with the size retrieved using fstat ([dec] bytes).

**Explanation** Actual size of the file mismatches 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/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** %LICENSE-3-FILE\_WRITE\_FAILED: Failed to write the config file [chars] into NV Memory.

**Explanation** Failed to write the license config file into 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/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** %LICENSE-3-FSTAT\_FAILED: Failed to obtain the status of the file [chars].The fstat system call failed.Error: [chars].

**Explanation** 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/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** %LICENSE-3-GET\_VER\_FAILED: cannot get software release number.

**Explanation** cannot get 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/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** %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/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** %LICENSE-3-KEY\_EXPIRED: NEC key [chars] with feature [chars] has [chars].

**Explanation** NEC key has expired or 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/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** %LICENSE-3-KEY\_GEN\_FAILED: Generating the license key failed. serial <[chars]> product <[dec]> sw release<[dec].[dec].[dec].[dec]> swrelease length [dec].

**Explanation** Generating the license 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/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** %LICENSE-3-KEY\_ISSUER\_INVALID: The SKC key is neither temporary nor production key.It is rejected.

**Explanation** The SKC key is neither temporary nor production key.It is rejected.

**Recommended Action** Copy the message exactly as it appears on the 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** %LICENSE-3-KEY\_LEN\_INVALID: [chars] [chars] has invalid length [dec].

**Explanation** Key Code has 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/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** %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** License integrity failed.

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

**Error Message** %LICENSE-0-LICENSE\_KEY\_MISMATCH: Image and NEC license key mismatch. All AP functionalities are disabled.

**Explanation** Image and NEC license key mismatch. All AP functionalities 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/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** %LICENSE-3-MEM\_ALLOC\_FAILED: Failed to allocate memory of [dec] bytes.

**Explanation** 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/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** %LICENSE-4-NEC\_KEY\_DROPPED: No memory to add NEC key [chars]; user should delete a key.

**Explanation** No memory to add NEC key ; user should 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/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** %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. This could be because the product series or the product Ids for the keys do 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/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** %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** Reading the license file.

**Recommended Action** No action is required.

**Error Message** %LICENSE-7-REBUILDING\_CFG\_FILE: Rebuilding the default configuration for '[chars]'

**Explanation** 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** Failed to save the NEC temp key into config file, and clearing it from the running config.

**Recommended Action** No action is required.

**Error Message** %LICENSE-0-SEM\_CREAT\_FAILED: Failed to create license semaphore.

**Explanation** Failed to create 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/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** %LICENSE-0-TEMP\_KEY\_EXPIRED: NEC temporary key [chars] expired.

**Explanation** NEC temporary key 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/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** %LICENSE-3-TIMER\_CREAT\_FAILED: Failed to create a NEC license timer.

**Explanation** 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/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** %LICENSE-3-TIMER\_START\_FAILED: Failed to start the NEC license timer.

**Explanation** 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/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** %LICENSE-3-TMP\_KEY\_REUSED: Rejected NEC key [chars] configuration. Re-use of the same temporary key is not allowed.

**Explanation** Rejected NEC key configuration. Re-use of 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/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.

## 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/watched boolean to watch request from the remote show subsys license commands.

**Recommended Action** Capture the error msg and forward it to the appropriate licensing component.

**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: Controller LBS-SSC AuthList failed to validate 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/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** %LOCP-3-INIT\_FAIL: LOCP Task failed to initialize

**Explanation** LOCP Receive task 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/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** %LOCP-3-INV\_CERT\_LEN: LOCP: Received invalid peer cert (size [int])

**Explanation** Received peer certificate that contains no cert 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/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** %LOCP-3-PEER\_CERT\_VER\_FAIL: LOCP: LBS cert verification failed check

**Explanation** LOCP: Controller 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/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.

## LOG Messages

This section contains log (LOG) messages.

**Error Message** %LOG-3-CRASH\_FILE\_CREAT\_FAIL: Unable to recreate the crash file

**Explanation** 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/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** %LOG-3-FILE\_OPEN\_FAIL: Unable to open crash file [chars]. Error: [chars]

**Explanation** 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/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** %LOG-3-FILE\_WRITE\_FAIL: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** Failed to write the config file for the LOG sub-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/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** %LOG-7-SERVICE\_STARTED: syslog services started!

**Explanation** syslog services started!

**Recommended Action** No action is required.

## LRADSIM Messages

This section contains LWAPP Radio Access Device Simulator (LRADSIM) messages.

**Error Message** %LRADSIM-3-AUTHREQFAIL: Unable to send authenticate message.

**Explanation** Failed to encapsulate the header in the authentication message.

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



**Error Message** %LRADSIM-3-INTMACFAIL: Unable to retrieve the interface MAC address.

**Explanation** Trying to retrieve the Mac address of a 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/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** %LRADSIM-3-INVADDR: Invalid destination address provided.

**Explanation** Trying to use an invalid ip address.

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

**Error Message** %LRADSIM-3-INVMS: Invalid mobile identifier provided.

**Explanation** Trying to use 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 a invalid port no was specified as parameter to sendDiscoveryRequest.

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

**Error Message** %LRADSIM-3-INVRCB: Invalid control block identifier provided.

**Explanation** Trying find out a invalid or non existence control block in the list.

**Recommended Action** No action is required.

**Error Message** %LRADSIM-3-LRADINITFAIL: Unable to create the control block.

**Explanation** Unable to get a lock for the control block or trying to corrupt the DB with a 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/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** %LRADSIM-3-MSAUTHFAILED: Sending Auth Request for mobile [dec] on AP [dec] failed.

**Explanation** Trying to associate a mobile station on a non existence Ap.

**Recommended Action** No action is required.

**Error Message** %LRADSIM-3-MSDISFAIL: Sending Discovery Request for mobile [dec] failed.

**Explanation** This might be because of invalid parameter passed to 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/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** %LRADSIM-3-MSLISTFAIL: Failed to initialize the mobile station list.

**Explanation** Unable to create a lock for the mobile station list. This 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/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** %LRADSIM-3-NOINTFOUND: Unable to determine the number of interfaces in the system.

**Explanation** 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 besent for mobile Id [dec]

**Explanation** No active control block found for the ap and Auth req can not besent for the mobile station

**Recommended Action** No action is required.

**Error Message** %LRADSIM-3-SYSMEMFULL: 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/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.

## 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, AP authorization request could not be sent. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-AAA\_ERR2: Invalid AAA state ('[chars]') for AP [hex] : [hex] : [hex] : [hex] : [hex] : [hex]

**Explanation** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-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. Override SSID functionality 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 failure is also in the message.

**Recommended Action** Identify the reason for failure from the message.

**Error Message** %LWAPP-1-AP\_CONTAINED: AP [chars] is being contained on slot [dec]

**Explanation** The specified AP has either been detected as a rogue and is therefore 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 AP into entry into 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-AP\_DB\_DELETE\_ERR1: Could not delete AP entry , invalid ID (x[hex])

**Explanation** Deleting the AP from the internal database 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, 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** %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 failed. If the AP attempts to join this controller, it may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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** %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 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** %LWAPP-3-AP\_DB\_FULL: Could not allocate an entry for the AP, database is full

**Explanation** Internal database for AP is full, therefore 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-AP\_DBG: Could not execute debug command, command is too long; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Remote debug command of the given length is not supported, if possible, execute an alternative command.

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

**Error Message** %LWAPP-4-AP\_JDBG\_ADD\_FAILED: Unable to create AP Join information entry for AP:[hex]:[hex]:[hex]:[hex]:[hex][hex], [chars]

**Explanation** AP join information could not be added to the debugging database for the indicated reason. Debugging logs may be incomplete

**Recommended Action** If the AP join information entry could not be created because the controller is already maintaining maximum number of entries supported on the particular controller platform, the message should be ignored till the time the controller is rebooted next. This controller will not record any AP join information for any new AP deployed till the next reboot. For all other reason specified, copy the message as it is and contact technical assistance.

**Error Message** %LWAPP-4-AP\_JDBG\_INIT\_FAILED: Unable to initialize AP join debugging infrastructure ([chars])

**Explanation** This AP join debugging infrastructure could not be initialized for the specified number of APs to be supported. The exact reason for failure is specified in the message. 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 occurred when initializing AP join information for debugging. 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] in the database

**Explanation** Access to internal AP database failed. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-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 may no longer be joined to a controller.

**Recommended Action** No action is required.

**Error Message** %LWAPP-6-AP\_MODEL: [int] APs supported on platform ([chars])

**Explanation** Informational message that logs 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** Unable to find the number of APs supported from machine model string. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-6-AP\_NOT\_CONTAINED: AP [chars] is not being contained on slot [dec]

**Explanation** The specified AP has been detected as 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** AP power is not within requirements, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-6-AP\_POWER\_OK: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has verified sufficient in-line power, radio slot [dec] re-enabled

**Explanation** AP power is within requirements, the radio slot has been enabled.

**Recommended Action** No action is required.



**Error Message** %LWAPP-3-AP\_REG\_ERR: Could not register for AP state notification, maximum limit reached

**Explanation** An internal table that is used to pass state change notifications between processes is full. Configuration and state change information will not be handled properly and APs may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-AP\_TYPE\_ERR: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not an H-REAP AP, could not process RADIUS configuration payload

**Explanation** 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** ARP resolution for the sniffer server failed due to which sniffing was 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** Traffic stream metrics status could not be sent to the specified AP due to an internal error. Traffic stream metrics may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-1-BIG\_NAV: Big Nav attack detected on AP [chars], slot [dec], channel [dec], (errors [dec])

**Explanation** NAV attack detected on the specified AP.

**Recommended Action** Check for a NAV attack in the network.

**Error Message** %LWAPP-3-BUILD\_STR\_ERR: [chars]

**Explanation** Due to an internal error, software version information of the controller could not be obtained. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-CCX\_LINKTEST\_ERR: Received unexpected CCX Linktest report message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-CCX\_RM\_ERR: Received an invalid CCX resource management subtype payload (radio management state [dec], slot identifier [dec])

**Explanation** Radio resource management message was not processed due to invalid parameter. CCX radio resource management may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-CERT\_ERR1: Error verifying AP certificate, [chars]

**Explanation** Due to an internal error while processing AP's certificate, join request dropped.

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

**Error Message** %LWAPP-3-CERT\_ERR2: Unable to retrieve controller's certificate for AP [hex] : [hex] : [hex] : [hex] : [hex] : [hex]

**Explanation** An internal error occurred while obtaining 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-CERT\_ERR4: Unable to read the controller MAC address from the certificate

**Explanation** An internal error occurred while reading 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-CFG\_ERR: Could not save LWAPP configuration in file [chars]

**Explanation** An error occurred when copying an LWAPP config file to persistent storage. Some LWAPP configuration may be lost and system may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-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, message from the AP is 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-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** AP sent 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-COUNT\_ERR1: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] marked as [chars] but internal counter is zero

**Explanation** Due to an error, information on the type of AP is corrupted. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-COUNT\_ERR2: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] type count flag is not set

**Explanation** Due to an error, information on the type of AP is corrupted. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-COUNT\_ERR3: Mismatch in the internal count (used entries [dec], normal [dec], mesh [dec])

**Explanation** Due to an error, information on the type of AP is corrupted. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 on the type of AP is corrupted. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 message to AP. If AP is already connected to the controller, it may be disconnected. If not, it may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 message to AP. If AP is already connected to the controller, it may be disconnected. If not, it may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Explanation** The LWAPP message sent by the AP was not understood by the controller, the message was dropped. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-DECRYPT\_ERR: Unable to decrypt [chars]; AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Decryption of LWAPP message failed, the message was dropped. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-DECRYPT\_ERR1: Invalid session identifier ([dec]) - unable to decrypt packet; AP:[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, decryption of the LWAPP message on the controller failed and the message was dropped. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-DECRYPT\_ERR2: Error decrypting public key in key update response from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Rekeying could fail because decrypting with public key failed. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-DECRYPT\_ERR3: Private key decryption failed in key update response from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Rekeying could fail because decrypting with private key failed. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-DECRYPT\_ERR5: Error decrypting packet (using old key) from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (session identifier [hex])

**Explanation** Due to an internal error, LWAPP packet could not be decrypted. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



**Error Message** %LWAPP-3-DECRYPT\_ERR8: Authentication of packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] failed, packet will be dropped

**Explanation** LWAPP message from the AP was dropped because of authentication failure which led to error in decryption. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 private key failed. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 capacity to handle another AP, so the discovery request from an AP was not accepted. The AP will continue to search for an available controller.

**Recommended Action** Verify the AP manager interface configuration. If the configuration is correct, the maximum number of supported APs has probably been reached.

**Error Message** %LWAPP-3-DISC\_AP\_MGR\_ERR1: Unable to process primary discovery request from AP on interface ([int]), VLAN ([int]), could not get AP manager [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

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

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

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

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

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

**Explanation** The controller ignored a broadcast discovery request from an AP because 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. Network configuration may be invalid.

**Recommended Action** Check 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 may be invalid.

**Recommended Action** Check 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 occurred when obtaining the administrative state of the interface, so this was not sent in the discovery response. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-0-DISC\_LEN\_ERR1: Invalid discovery request received from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - message length ([int]) is invalid

**Explanation** An incorrectly formatted discovery request was received from an AP and was ignored. The AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-0-DISC\_LEN\_ERR2: Invalid primary discovery request received from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - message length ([int]) is invalid

**Explanation** An incorrectly formatted primary discovery request was received from an AP and was ignored. The AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Explanation** 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]:[hex] - maximum APs joined [dec]/[dec]

**Explanation** 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\_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 may successfully join the controller on a later attempt.

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-DISC\_OTAP\_ERR: Ignoring OTAP discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], OTAP is disabled

**Explanation** Controller received discovery request from an AP that learnt 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 this message can be ignored.

**Error Message** %LWAPP-6-DISC\_RESPONSE\_SENT: Discovery Response sent successfully to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Discovery Response sent successfully to AP.

**Recommended Action** No action is required.

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

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

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-DISC\_TYPE\_ERR: Ignoring LWAPP packet from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] - LWAPP packet is not a discovery or a join  
request (type = [dec]) and session ID is zero

**Explanation** An invalid LWAPP message was received from an AP and was ignored. This may affect the proper operation of 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

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

**Error Message** %LWAPP-3-DISK\_ERR: Not enough disk space to store crash file from AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error has occurred while attempting to store crash information from the AP to persistent storage.

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

**Error Message** %LWAPP-3-DSCP\_ERR: Could not get configured DSCP map for AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error in obtaining DSCP information for the specified AP, enterprise to enterprise DSCP functionality 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-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 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 key update was 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** AP and client have the same IP address, 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 may be connectivity issues between the AP and the controller.

**Recommended Action** Check if the AP has rebooted or 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** Could not transmit the LWAPP message as it could not be encrypted. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-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 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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. AP crash information may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-FILE\_ERR3: [chars] [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, invalid file name was received because of which 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, AP's image information could not be obtained. Firmware download to the AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



**Error Message** %LWAPP-3-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 may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-HDR\_ENCAP\_ERR: Unable to encapsulate LWAPP header for [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Could not send the LWAPP packet due to an internal error in encapsulating the packet. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-HDR\_ERR: Received LWAPP packet with unsupported bit field ([hex], [hex]) from [hex]:[hex]:[hex]:[hex]:[hex]:[hex] to [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet

**Explanation** An invalid LWAPP packet was received, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-HDR\_ERR3: Failed parsing LWAPP

**Explanation** Due to an internal error LWAPP header processing failed. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-HDR\_PARSE\_ERR: LWAPP header parsing failed, dropping the packet

**Explanation** Processing of an LWAPP control packet from the AP failed because the LWAPP header was not understood. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying

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

**Error Message** %LWAPP-3-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, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 controller's software is being upgraded. Future attempts from the AP may 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** Ignoring the image download request from the AP as the maximum number of concurrent image download requests are in progress. This is a temporary condition, future attempts by the AP may 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, image for the AP requesting image download could not be obtained. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, image for the AP requesting image download could not be obtained. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-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 may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-INVALID\_DELIM: Invalid delimiter ([dec]) in AP authorization list

**Explanation** Due to an invalid delimiter specified, AP could not be authenticated, therefore 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 was disabled as 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, the message was not processed. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-INVALID\_PARAMETER1: [chars] ([dec]); AP  
[hex]: [hex]: [hex]: [hex]: [hex]: [hex]

**Explanation** The value of parameter specified was not understood by the controller, the message was not processed. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-INVALID\_PARAMETER2: [chars] ([dec]) - [chars]; AP:  
[hex]: [hex]: [hex]: [hex]: [hex]: [hex]

**Explanation** The value of parameter specified was not understood by the controller, the message was not processed. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-INVALID\_PARAMETER3: [chars] ([dec])

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-INVALID\_RADIO: Received an unsupported radio ([dec]), [chars]

**Explanation** Performing the specified operation on the radio for the AP failed as the radio was not understood by the controller. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 was 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/tac>. With some messages, these tools and utilities will supply clarifying

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

**Error Message** %LWAPP-3-INVALID\_SESSIONID: Received invalid session identifier in [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (expected [dec] and got [dec])

**Explanation** Mismatch in session identifier in the message from AP, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, the specified message was not processed. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, the specified message was not processed. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



**Error Message** %LWAPP-3-INVALID\_WLAN: Invalid WLAN identifier ([int]) obtained while building MFP config payload

**Explanation** An internal error occurred when attempting to retrieve WLAN configuration. MFP may not be operational or 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, IP address of the AP could not be configured in the network processor. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 was dropped.

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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** Join request had a destination IP address that does not match any AP manager's IP address, so it was dropped.

**Recommended Action** Check the network configuration and also the configuration of the AP manager on the controller and ensure that the packets from the AP are routed correctly.

**Error Message** %LWAPP-3-JOIN\_DB\_ERR: Could not allocate an entry in the database for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - dropping the join request (# of APs joined = [dec])

**Explanation** An internal error has resulted in a failure while creating an entry for the AP in the database.

**Recommended Action** Check if the number of APs that are currently joined to this controller is also the maximum limit.

**Error Message** %LWAPP-3-JOIN\_HIGH\_PRIORITY\_AP\_ERR: Disconnecting AP [chars] since a higher priority AP with priority [dec] joined Max number of APs allowed [dec]

**Explanation** When 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** 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** AP sent a join request that was invalid because it lacked certain payloads, such requests are dropped at the controller. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-JOIN\_INVALID\_ERR2: Invalid [chars] ([dec]) in join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-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, join request was dropped.

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

**Error Message** %LWAPP-3-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** Mac address in the join request was invalid, this request was 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** Controller is also configured as the master controller, change the configuration of the controller to not being a master, if desired.

**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 to the number of APs that can be supported, this limit has been reached, so the AP was not serviced.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-JOIN\_MAX\_AP\_INTF\_ERR: Received a join request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], reached limit for maximum number of APs ([dec]) on interface [dec], dropping the packet

**Explanation** Each interface has a limit to the number of APs that can be supported, this limit has been reached for the interface. The join request was dropped. If 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** Controller could not respond to the join request from the AP as the current limit on the maximum number of concurrent image downloads possible has been reached. This may 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** Controller could not respond to the join request from the AP as the current limit on the maximum number of concurrent join requests that can be processed has been reached. This may 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]:[hex] [chars] (model [chars]), dropping the packet

**Explanation** This version of the controller software does not support the AP model.

**Recommended Action** Check documentation regarding software version on supported AP models. Remove this AP from the network or move to a version of software that supports the AP.

**Error Message** %LWAPP-3-KEY\_ERR1: Unable to obtain public key from the certificate of AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex], [chars]

**Explanation** Due to an internal error, public key for the AP could not be obtained, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 may be problems if this AP attempts joining 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-4-L3\_PACK\_ERR: Received an L3 LWAPP packet in L2 LWAPP mode, dropping the packet

**Explanation** Controller is configured in L3 LWAPP mode so packets received for L2 LWAPP mode will be 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 will not take effect until next system reboot.

**Recommended Action** No action is required.

**Error Message** %LWAPP-2-LIST\_ERR1: List is corrupted - (head [address], tail [address], count [int])

**Explanation** An internal error caused the list of APs maintained by the controller to become corrupted. The system 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

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

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

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

**Error Message** %LWAPP-3-LIST\_ERR7: Unable to delete AP entry, index ([dec]) is greater than maximum allowed

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

**Error Message** %LWAPP-3-LIST\_ERR8: Unable to delete AP entry, entry not allocated

**Explanation** Unable to delete entry in AP table, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at



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

**Error Message** %LWAPP-3-MAX\_AID: Reached max limit ([dec]) on the association ID for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Maximum number of clients that can be supported on the AP has been reached, 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** Maximum number of clients that can be supported on the AP has been reached, 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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MCAST\_APP\_ERR: Failed to obtain multicast appliance configuration for interface [int], using default index ([int])

**Explanation** Due to an internal error, multicast appliance configuration could not be obtained. Multicast may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MEM\_ERR: Unable to allocate memory [chars]; AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MEM\_ERR3: Unable to allocate memory [chars]

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

**Error Message** %LWAPP-3-MEM\_ERR4: Unable to allocate memory [chars] (AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex])

**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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-MFP\_ERR: MFP report count ([int]) is too big in message; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Could not process MFP report as the message is too large. MFP 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MFP\_ERR1: Ignoring MFP message [chars] with invalid slot ([int]) in message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** MFP message from the AP had an invalid slot, MFP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 may 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** Attempting to migrate to a new regulatory domain 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

**Error Message** %LWAPP-3-MIRROR\_ERR: Setting mirroring mode failed

**Explanation** Due to an internal error, configuration of mirroring mode failed.

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

**Error Message** %LWAPP-0-MSG\_QUEUE\_ERR: LWAPP message queue has not been created

**Explanation** LWAPP subsystem has not been initialized. APs may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSG\_RCV: Could not receive message from LWAPP queue

**Explanation** An internal error has occurred while reading 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSG\_SEND\_ERR: Unable to send [chars] message to LWAPP; AP [hex] : [hex] : [hex] : [hex] : [hex] : [hex]

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

**Error Message** %LWAPP-3-MSG\_SEND\_ERR2: Unable to send [chars] message to LWAPP

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

**Error Message** %LWAPP-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** MESH Child [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has changed route or disconnected from 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-0-MSGTAG072: Parent changed excessively. AP [chars] changed parent macAddr =[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Parent changed excessively. AP [chars] changed parent macAddr =[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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG073: Unknown Mesh Neighbor Event from the AP [chars].

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

**Error Message** %LWAPP-3-MSGTAG162: Did not specify the MAC address for Mesh Neigh Request [dec]config

**Explanation** Did not specify the MAC address for Mesh Neigh Request [dec]config

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

**Error Message** %LWAPP-3-MSGTAG221: [chars]() : Could not generate nonce

**Explanation** [chars]() : Could not generate 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG267: Unable to parse LWAPP headers from AP [hex] : [hex] : [hex] : [hex] : [hex] : [hex]

**Explanation** Unable to parse LWAPP headers 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-MSGTAG268: spamMeshSecbhStatsPayloadDecode: len received:[dec] expected=[dec] numQueues=[dec]\n

**Explanation** spamMeshSecbhStatsPayloadDecode: len received:[dec] expected=[dec] numQueues=[dec]\n

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

**Error Message** %LWAPP-3-MSGTAG269: spamMeshSecbhStatsPayloadDecode: unexpected slotId=[dec]\n

**Explanation** spamMeshSecbhStatsPayloadDecode: unexpected slotId=[dec]\n

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG277: spamSendLinktestRequest: refusing to send request when previous request is pending ltid [dec]

**Explanation** spamSendLinktestRequest: refusing to send request when 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG281: Out of range linktest ID ([dec]) specified

**Explanation** Out of range linktest ID ([dec]) 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-MSGTAG282: Attempt to obtain results from free linktest ID ([dec])

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

**Error Message** %LWAPP-3-MSGTAG283: invalid linktestId [dec]

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

**Error Message** %LWAPP-3-MSGTAG284: invalid linktestId [dec]

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

**Error Message** %LWAPP-3-MSGTAG285: invalid linktestId [dec]

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

**Error Message** %LWAPP-3-MSGTAG286: apfApLinktestFree: attempt to free linktestId=[dec] which is already free

**Explanation** apfApLinktestFree: attempt to free linktestId=[dec] which is already free

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



**Error Message** %LWAPP-3-MSGTAG292: [dec]: (status [dec])  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] -> [hex]:[hex]:[hex]:[hex]:[hex] [dec]  
[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]  
[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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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** AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] associated. Last AP rebooting was because RAP was using radio backhaul as 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG650: LWAPP Join Request Country Code invalid for Bridge AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** LWAPP Join Request Country Code invalid for 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG651: LWAPP Join Request Bridge Authentication failed for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** LWAPP Join Request Bridge Authentication failed for 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG675: Mesh APs not supported in multi-country mode. Rejected AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG702: Not creating SSID [chars] on Bridge AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because wlan0 is not supported

**Explanation** Not creating SSID [chars] on 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG829: Unable to allocate buffer for mesh link para message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for mesh link para 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG830: Unable to allocate buffer for AP BH rate message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for AP BH rate 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG831: Unable to allocate buffer for AP BH dev message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for AP BH dev 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG832: Unable to allocate buffer for AP Bridge State message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for AP Bridge State 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG833: Unable to allocate buffer for AP Bridge Groupname message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for AP Bridge Groupname 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG834: Unable to allocate buffer for AP Public Safety message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for AP Public Safety 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG881: Unable to allocate buffer for Mesh Neigh Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for Mesh Neigh Request 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG882: Unable to allocate buffer for Mesh Linktest Data Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for Mesh Linktest Data Request 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG883: Unable to allocate buffer for Mesh Path Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for Mesh Path Request 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG884: Unable to allocate buffer for Mesh Stats Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for Mesh Stats Request 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG885: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG886: Received Mesh stats response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Received Mesh 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/tac>. With some messages, these tools and utilities will supply clarifying

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

**Error Message** %LWAPP-3-MSGTAG887: Security processing of Mesh Stats Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG888: Processing of Mesh Stats Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG889: Unable to allocate buffer for Mesh Security Stats Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for Mesh Security Stats Request 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG890: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG891: Received Mesh Security Stats response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG893: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to parse LWAPP headers 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/tac>. With some messages, these tools and utilities will supply clarifying



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

**Error Message** %LWAPP-3-MSGTAG894: Received Mesh Adj response from unknown AP [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

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

**Error Message** %LWAPP-3-MSGTAG895: Security processing of Mesh Adj Response failed from AP [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

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

**Error Message** %LWAPP-3-MSGTAG896: Processing of Mesh Adj Response failed from AP [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

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

**Error Message** %LWAPP-3-MSGTAG897: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG898: Received Mesh Neigh response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG899: Security processing of Mesh Neigh Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG900: Processing of Mesh Neigh Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Processing of Mesh Neigh 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

**Error Message** %LWAPP-3-MSGTAG901: Unable to allocate buffer for Mesh Linkrate Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for Mesh Linkrate Request 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG902: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG903: Received Mesh Linkrate response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG904: Security processing of Mesh Linkrate Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG905: Processing of Mesh Linkrate Response failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG906: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG907: Received station stats update from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Received station stats update 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/tac>. With some messages, these tools and utilities will supply clarifying

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

**Error Message** %LWAPP-3-MSGTAG908: Unable to parse LWAPP headers from AP [hex] : [hex] : [hex] : [hex] : [hex] : [hex]

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

**Error Message** %LWAPP-3-MSGTAG909: Unable to parse LWAPP headers from AP [hex] : [hex] : [hex] : [hex] : [hex] : [hex]

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

**Error Message** %LWAPP-3-MSGTAG910: Received mesh node update from unknown AP [hex] : [hex] : [hex] : [hex] : [hex] : [hex]

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

**Error Message** %LWAPP-3-MSGTAG911: Processing of mesh node update failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG912: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG913: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG914: Received mesh env. update from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Received mesh env. update 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-MSGTAG915: Processing of mesh env. update failed from AP [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

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

**Error Message** %LWAPP-3-MSGTAG916: Unable to parse LWAPP headers from AP [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

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

**Error Message** %LWAPP-3-MSGTAG917: Failed to update CAC module with parent address: [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

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

**Error Message** %LWAPP-3-MSGTAG918: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG919: Received mesh neighs update from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG920: Processing of mesh neighs update failed from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG921: Unable to allocate buffer for Linktest Request message to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Unable to allocate buffer for Linktest Request 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at



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

**Error Message** %LWAPP-3-MSGTAG922: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-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 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG927: spamDecodeLinktestResponse unrecognized payload [dec] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG928: Linktest requested for unknown AP  
[hex] : [hex] : [hex] : [hex] : [hex] : [hex]

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

**Error Message** %LWAPP-3-MSGTAG929: Linktest already running on AP  
[hex] : [hex] : [hex] : [hex] : [hex] : [hex]

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

**Error Message** %LWAPP-3-MSGTAG930: Linktest already running on AP  
[hex] : [hex] : [hex] : [hex] : [hex] : [hex]

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

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-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 linktests running, cannot manage 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-MSGTAG933: Unable to parse LWAPP headers from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG934: Received linktest response from unknown AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-MSGTAG935: Processing of linktest response failed from AP [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

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

**Error Message** %LWAPP-3-NPU\_ERR: Invalid NPU index [int]

**Explanation** Indexing into the network processor's internal table with 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-NPU\_ERR2: All NPU indices have been used (max [dec])

**Explanation** Could not create an entry for the AP in fast path as the internal database is full. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-NPU\_ERR3: Could not allocate NPU index for AP [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

**Explanation** Due to an internal error, AP entry in the fast path could not be configured successfully. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-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. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-OSSID\_ERR: Override SSID [chars] does not exist on the controller

**Explanation** Could not delete the specific override SSID from the controller's database. Override SSID functionality 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 LWAPP control packet, the LWAPP header was not understood, therefore the packet was dropped. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-PARSE\_ERR2: LWAPP header parsing failed, dropping the packet

**Explanation** An internal error has occurred when processing LWAPP control packet, the LWAPP header was not understood, therefore the packet was dropped. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-PARSE\_ERR3: Unable to parse LWAPP headers for [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error has occurred when processing LWAPP control packet, the LWAPP header was not understood, therefore the packet was dropped. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-PAYLOAD\_ERR: [chars] - AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Not all payloads expected in the LWAPP message were present, controller drops such LWAPP messages from the AP. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-PAYLOAD\_MISSING: [chars] -

**Explanation** Not all payloads expected in the LWAPP message were 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-0-PDISC\_LEN\_ERR: Invalid primary discovery request received from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - message length ([int]) is invalid

**Explanation** An incorrectly formatted primary discovery request was received from an access point and was ignored.

**Recommended Action** No action is required.

**Error Message** %LWAPP-6-PORTMAP\_ERR: Failed to obtain multicast port map for interface [int], using default index ([int])

**Explanation** Could not get information on multicast port, using the information available for unicast. Multicast 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



**Error Message** %LWAPP-3-PROFILE\_NAME\_ERR: Could not find profile name for WLAN [dec] with SSID [chars]; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error occurred due to which 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-PROFILE\_NAME\_ERR2: Could not find profile name for WLAN with SSID [chars]

**Explanation** An internal error occurred due to which 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-RADIO\_CRASH: Radio ([dec]) crashed and generated a core dump on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An error occurred on the radio for the specified AP. AP may not function as expected.

**Recommended Action** Collect the radio crash information for the AP and contact technical assistance.

**Error Message** %LWAPP-2-RADIO\_ERR: [chars] failure on radio slot [dec] on AP [chars]

**Explanation** The radio slot on the specified AP has failed. It will impact clients that are connected.

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

**Error Message** %LWAPP-3-RADIO\_ERR2: Unknown AP radio failed alarm ([dec]) from the AP [chars]

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

**Error Message** %LWAPP-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 any more.

**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** Join reply was not sent to the AP as 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** Port number for RADIUS specified 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** Unable to find RADIUS password, MAC filter authenticate request was aborted. AP may 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** Length of the shared secret was 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-RD\_ERR: Regulatory domain of the AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] does not match the country code ([chars])

**Explanation** A mismatch occurred in the country code and regulatory domain configured on the AP and controller. AP may 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 right country code, the AP has been disabled. AP will not be able to function as expected.

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

**Error Message** %LWAPP-3-RD\_ERR3: Invalid regulatory domain ([hex]) sent by AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] (slot: [dec] [chars])

**Explanation** Regulatory domain configured on the AP slot was not understood. AP may 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\_ERR4: Invalid regulatory domain [chars] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Regulatory domain configured on the AP was not understood. AP may 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\_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, AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, AP may 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\_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, AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, AP may 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\_ERR9: APs [hex]:[hex]:[hex]:[hex]:[hex]:[hex] country code changed from ([chars]) to ([chars])

**Explanation** Country code associated with regulatory domain configured on the AP was incorrect, so the country code has been changed. AP may not function correctly in the region it is deployed.

**Recommended Action** If the AP is functioning correctly with the changed country code, ignore this message, else 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** AP was unable to service clients for sometime as it experienced a reboot due to the reason specified in the message.

**Recommended Action** Obtain the AP crash files from the controller, 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 AP experienced a reboot because join response was not obtained, check connectivity issues to the AP manager interface if the controller is in L3 mode, ensure that it is reachable. After collecting the above data, contact technical assistance if necessary.

**Error Message** %LWAPP-6-REBOOT\_INF01: Controller initiated reboot of AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] that has currently joined the controller - ([chars] [chars])

**Explanation** The last reboot for the specified AP was triggered by the controller due to configuration changes on the AP that required a reboot.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-REKEY\_ERR: Did not receive an expected rekey message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-REPLAY\_ERR: Received replay error on slot [dec], WLAN ID [dec], count [dec] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-RX\_ERR: Received an unexpected LWAPP packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Controller had no pending messages for this AP, 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** LWAPP packet sequence mismatch has occurred, LWAPP packet was dropped. AP may 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 failed. The client may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-RX\_ERR7: Received an invalid sequence number, [chars] ; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** LWAPP sequencing failed for this LWAPP message, the message was dropped. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-RX\_ERR9: Received a bad sequenced [chars] message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** LWAPP packet sequence mismatch has occurred, LWAPP packet was dropped. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-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, not advertising this SSID on the AP - as 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** Unable to allocate a lock for handling operations on the internal database. Exclusive access to information in this may therefore not be possible, leading 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



**Error Message** %LWAPP-3-SIG\_ERR1: Unable to find name for signature [dec] in list [dec] for report from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].

**Explanation** Controller could not process the signature report sent by the AP. Some attacks may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-SIG\_ERR10: Unable to re-enable signature processing on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Controller could not notify the AP about the new signature. Signature processing on the AP 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-SIG\_ERR2: Unable to find description for signature [dec] in list [dec] for report from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Controller could not process the signature report sent by the AP. Some attacks may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-SIG\_ERR3: Unknown signature track information ([dec])

**Explanation** Controller could not process the signature report sent by the AP. Some attacks may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-SIG\_ERR4: Unknown signature report type ([dec])

**Explanation** Controller could not process the signature report sent by the AP. Some attacks may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-SIG\_ERR5: Could not gain exclusive access to the signature database

**Explanation** Controller could not send 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-SIG\_ERR6: All signatures are disabled in the [chars] signature file.

**Explanation** Controller could not send signature information to the AP because all signatures are disabled.

**Recommended Action** Check if all signatures are disabled, enable them if desired, else ignore this message.

**Error Message** %LWAPP-3-SIG\_ERR7: Unable to send toggle signature request to AP  
[hex] : [hex] : [hex] : [hex] : [hex] : [hex]

**Explanation** Controller failed to change the state of signature processing on the specified AP. Signature processing on the AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-SIG\_ERR8: Unable to disable signature processing on AP  
[hex] : [hex] : [hex] : [hex] : [hex] : [hex]

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

**Error Message** %LWAPP-3-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. Signature processing on the AP 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-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** Signature information on the specified AP.

**Recommended Action** No action is required.

**Error Message** %LWAPP-3-SLOT\_ERR: AP ([chars]) has no radio cards

**Explanation** No radio cards were detected on AP. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

**Error Message** %LWAPP-3-SOCK\_ERR2: Socket select error ([dec])

**Explanation** An internal error caused a temporary failure in a message handling process. The system is attempting to recover from this situation.

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

**Error Message** %LWAPP-3-SOCK\_ERR3: Could not read from the LWAPP socket

**Explanation** A failure occurred when processing an internal LWAPP message. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-SOCK\_ERR4: Could not read from LWAPP socket, frame length out of bounds ([dec])

**Explanation** A failure occurred when processing an internal LWAPP message. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 as 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 need not advertise the SSID.

**Error Message** %LWAPP-3-SSID\_ERR2: Not creating SSID [chars] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] because diagnostics channel is enabled

**Explanation** The specified WLAN was not added to the AP because diagnostics is enabled on that WLAN.

**Recommended Action** If the WLAN needs to be enabled, disable 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** 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-2-TASK\_CREATE\_ERR: Failed to create LWAPP [chars] task

**Explanation** An internal error occurred due to which the LWAPP subsystem could not be initialized. APs may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-TIME\_ERR1: Unable to retrieve current time when processing [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to an internal error, time information on the controller could not be obtained, AP may not function as expected.

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

**Error Message** %LWAPP-3-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 regarding controller's time could not be sent to the AP. AP and controller time may be out of sync due to which AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-TMR\_FREE\_ERR: Failed to free [chars] timer; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error occurred while processing a timer. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-TX\_ERR: Could not transmit LWAPP packet, transmission queue is full for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** LWAPP packet transmission failed as 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, or 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, LWAPP message could not be transmitted. AP may 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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** Maximum number of times an LWAPP control packet is transmitted before declaring the AP dead has been reached for this AP. The AP may 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, or 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** LWAPP message was dropped as 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-TX\_ERR5: Failed to transmit [chars] to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

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

**Error Message** %LWAPP-3-TX\_ERR6: Could not send LWAPP control packet, data length ([int]) exceeds MTU ([int]) on interface [int]

**Explanation** Due to incorrect length of the LWAPP message, it was dropped.

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

**Error Message** %LWAPP-3-TX\_ERR7: Could not transmit LWAPP control packet (error = [int])

**Explanation** Due to an internal error, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

**Error Message** %LWAPP-3-TX\_ERR8: Unable to determine MTU for interface [int]

**Explanation** Error obtaining MTU for the interface, LWAPP message will be dropped.

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

**Error Message** %LWAPP-3-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 was dropped.

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

**Error Message** %LWAPP-3-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, hence the request to download image is 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, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %LWAPP-3-UNSUPPORTED\_TYPE2: 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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, 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-VALIDATE\_ERR: Validation of [chars] failed - AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to invalid parameters sent, validation of the LWAPP message failed and 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-VENDOR\_ID\_ERR: Invalid vendor identifier in vendor specific payload from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Due to invalid vendor information, the message from the AP was dropped.

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

**Error Message** %LWAPP-3-VENDOR\_SPEC\_ERR: Failed decoding vendor specific payload

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

**Error Message** %LWAPP-3-WLAN\_ERR: Unable to find WLAN [dec] - [chars]; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** An internal error has occurred due to which 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 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/tac>. With some messages, these tools and utilities will supply clarifying

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

**Error Message** %LWAPP-3-WLAN\_ERR4: Unable to add WLAN on AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] - max limit reached

**Explanation** An invalid WLAN ID was received due to which 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-3-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 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %LWAPP-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, as the AP was already in that state, this message was ignored.

**Recommended Action** No action is required.



# 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** Unable to add a node into 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/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** %MIRROR-3-AVL\_DELETE\_FAILED: Unable to delete the mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex] from AVL tree.

**Explanation** Unable to delete node from 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/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** %MIRROR-3-AVL\_INIT\_FAILED: Unable to create AVLs for Mirror module.

**Explanation** Unable to create AVLs for 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/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** %MIRROR-3-DISABLE\_MIRRORPORT\_FAILED: Could not disable the existing mirror port [dec].

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

**Explanation** Could not set a port as 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/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** %MIRROR-3-INVALID\_PORT: Port [dec] is invalid.

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

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

**Explanation** Unable to find node in 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/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** %MIRROR-3-RETRIEVE\_FILE\_FAILED: Failed to retrieve the configuration file [chars].

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

**Explanation** Unable to create semaphore for 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/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** %MIRROR-3-STORE\_FILE\_FAILED: Failed to store the configuration file [chars] into NV Memory.

**Explanation** Failed to store the mirror configuration file into 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/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** %MIRROR-3-TOGGLE\_AP\_FAILED: Could not toggle the AP [chars]'s mirror mode. [chars].

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

**Explanation** 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/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** %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** Given node type doesn't 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/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** %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** Could not update dynamic Foreign AP client to 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/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** %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** Could not update 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/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.

## MM Messages

This section contains mobility member (MM) messages.

**Error Message** %MM-3-ACLNAM\_GET\_FAILED: Unable to get acl name for intfAclId [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/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** %MM-3-ANCHOR\_ADD\_FAILED: Failed to add wlanId in heartbeat list: IP: [dec].[dec].[dec].[dec], WLAN ID: [dec].

**Explanation** Internal system error

**Recommended Action** Re configure mobility anchor list for this WLAN.

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

**Explanation** Internal system error

**Recommended Action** Re configure mobility anchor list for this WLAN.

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

**Explanation** Auto anchor required but no anchors defined on the WLAN.

**Recommended Action** If this message occurs, it implies that anchors need to be defined for the reported WLAN.

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

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

**Recommended Action** No action is required.

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

**Explanation** All Export-Anchors are down on WLAN

**Recommended Action** If this message occurs, it implies that there is loss of network connectivity between the WLC and the export anchors for this WLAN. It is recommended that the network and the status of the anchors be debugged 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 may be running low on memory.

**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/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** %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.

**Recommended Action** If this message occurs, it implies that there may be loss of network connectivity between the WLC and the export anchors for this WLAN. It is recommended that the network and the status of the anchors be debugged for connectivity issues.

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

**Explanation** Internal system error

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

**Explanation** Internal system error

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

**Explanation** Internal system error

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

**Explanation** Internal system error

**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/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** %MM-6-CCKM\_CACHE\_CREATE: Creating CCKM cache on receiving message from mobility peer.

**Explanation** Internal system information

**Recommended Action** No action is required.

**Error Message** %MM-6-CCKM\_NSK\_SEND: Sending CCKM NSK information in mobility group

**Explanation** Internal system information

**Recommended Action** No action is required.

**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 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/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** %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** 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/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** %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** Adding a client to exclusion list as a result of an IDS shun event.

**Recommended Action** No action is required.

**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** Anchor Export Request from controller is ignored.

**Recommended Action** This message implies that the WLAN configuration needs change to alleviate the reported error.

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

**Explanation** Export FOREIGN is detected as DOWN. Cleaning up client entries.

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

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

**Explanation** Internal system error

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

**Explanation** Foreign did not send mobility message because mobile was not found

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

**Explanation** All Export-Anchors are down on 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. It is recommended that the network and the status of the anchors be debugged 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** 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/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** %MM-4-HB\_MEMBER\_DELETE\_ERROR: Error deleting Mobility member from heartbeat list (MAC:[hex]:[hex]:[hex]:[hex]:[hex]:[hex], IP: [dec].[dec].[dec].[dec]).

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

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

**Explanation** Error while initializing mobility manager.

**Recommended Action** If this error is seen, it is recommended that the controller's mobility configuration be redone as it may have been lost.

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

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

**Explanation** Internal system error

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

**Explanation** Internal system error

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

**Explanation** An internal system error 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/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** %MM-3-INVALID\_PKT\_RECVD: Received an invalid packet from [dec].[dec].[dec].[dec]. Source member:[dec].[dec].[dec].[dec]. [chars].

**Explanation** Internal system error

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

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

**Explanation** Internal system error

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

**Explanation** Internal system error

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

**Explanation** Internal system error

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

**Explanation** Internal system error

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

**Explanation** Internal system error

**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/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** %MM-1-IPSECPAYLOAD\_BUILD\_FAILED: Unable to build IPSec export 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/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** %MM-0-LISTEN\_TASK\_EXITED: mmListen task did not receive a task control block --exiting

**Explanation** Internal system error

**Recommended Action** The mobility 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/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** %MM-3-LOCMARK\_FAILED: Unable to mark the mobility location of client to unknown.

**Explanation** Unable to mark the mobility location of client to unknown.

**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/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** %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 may 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/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** %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-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** Could not add Mobility Member for the given reason.

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

**Explanation** Mobility Member deletion from the list failed.

**Recommended Action** Please check if the mobility member to be deleted exists.

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

**Explanation** A path to 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. It is recommended that the network and the status of the peers be debugged for connectivity issues.

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

**Explanation** A path to mobility member is UP.

**Recommended Action** No action is required.

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

**Explanation** Internal system information

**Recommended Action** No action is required.

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

**Explanation** Internal system error

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

**Explanation** Internal system error

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

**Explanation** Internal system error

**Recommended Action** The mobility services failed to start correctly. 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/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** %MM-1-MOBILITYUSER\_STATECREATE\_FAILED: Unable to create mobility state for user [chars].

**Explanation** Internal system error

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

**Explanation** Internal system error

**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/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** %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** Mobility is unable to use multicast for messaging.

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

**Explanation** Mobility is unable to use multicast for messaging.

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

**Explanation** Internal system error

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

**Explanation** Mobility ping rejected.

**Recommended Action** Please check the mping command issued.

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

**Explanation** A ping request is failed.

**Recommended Action** If this message occurs repetitively, it implies that there may be loss of network connectivity between the WLC and another mobility list member. It is recommended that the network and the status of the member be debugged for connectivity issues.

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

**Explanation** Internal system information

**Recommended Action** No action is required.

**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** Mobility ping response 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** Failed to send a ping.

**Recommended Action** Please check 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/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** %MM-4-PKT\_DROPPED: Mobility packet dropped. [chars].

**Explanation** Internal system error

**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/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** %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** Internal system error

**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/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** %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** Internal system error

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

**Explanation** Unable to send a mobility packet.

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

**Explanation** A socket operation is failed.

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

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

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

**Recommended Action** No action is required.

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

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

**Explanation** Unable to allow the user into the system for the reported reason.

**Recommended Action** No action is required.

**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** Internal system error

**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/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** %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** Internal system error

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

**Explanation** Internal system error

**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/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.

## MMC Messages

This section contains Mobility Management Connection (MMC) messages.

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

**Explanation** The MMC module has failed to read the message queue object which 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/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** %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/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.

## NIM Messages

This section contains Networks-in-Motion (NIM) messages.

**Error Message** %NIM-4-ADDR\_TYPE\_INVALID: Address type [dec] is not valid for interface [dec].

**Explanation** Address type is not valid. It is neither Burned in Address nor 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/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** %NIM-3-ADMIN\_STATE\_INVALID: Admin State [dec] is not valid for interface [dec].

**Explanation** Admin State is not valid. The state is neither ENABLE nor DISABLE

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-CANT\_DISABLE\_MCAST: Cannot disable multicast state for interface [int] when LAG is enabled

**Explanation** 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/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** %NIM-3-CHECK\_SUM\_ERR: Checksum Error on config file [chars].

**Explanation** Checksum Error on the config file

**Recommended Action** No action is required.

**Error Message** %NIM-3-COMPONENT\_ALREADY\_REGISTERED: Component [dec] already registered.

**Explanation** Component already registered. A component which 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/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** %NIM-3-CREAT\_CPUINTF\_FAIL: CPU INTF Create error: Ran out of CPU Interface internal numbers.

**Explanation** NIM Create error: Ran 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/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** %NIM-3-CREAT\_LAGINTF\_FAIL: LAG interface Create error:Ran out of LAG Interface internal numbers.

**Explanation** LAG interface Create error:Ran 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/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** %NIM-3-CREAT\_LOGICALINTF\_FAIL: Logical interface create error:Ran out of Logical Interface internal numbers.

**Explanation** Logical interface create error:Ran 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/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** %NIM-3-CREAT\_PHYINTF\_FAIL: PHY interface Create error: Ran out of Physical Interface internal numbers.

**Explanation** PHY interface Create error: Ran 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/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** %NIM-0-CREAT\_TASK\_FAIL: Failed to create the task [chars]

**Explanation** 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/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** %NIM-3-CREAT\_VLANINTF\_FAIL: Logical Vlan interface Create error:Ran out of Logical Interface internal numbers.

**Explanation** Logical Vlan interface Create error:Ran 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/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** %NIM-3-FS\_WRITE\_FAIL: Writing data to the config file [chars] failed.

**Explanation** Writing data to the user config file failed

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

**Error Message** %NIM-3-INIT\_TASK\_FAIL: Task initialization failure. Waiting on handle [chars] failed

**Explanation** Task initializing failed for NIM component. 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/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** %NIM-3-INVALID\_CREAT\_REQUEST: Invalid [chars] Create Request.

**Explanation** Invalid Interface Create 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/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** %NIM-6-LAA\_ADDR\_INVALID: Locally administered address is not valid for interface [dec].

**Explanation** Locally administered address is not valid. LSB of first byte not zero.

**Recommended Action** No action is required.

**Error Message** %NIM-4-LAG\_IN\_TRANSITION: LAG in transition. switch reboot DUE..!!!

**Explanation** LAG in transition. switch reboot 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/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** %NIM-3-LOAD\_PORTINFO\_FAIL: Loading port info for port number [dec] failed. Ran out of Physical Interface internal numbers.

**Explanation** Loading Multicast appliance mode port configuration failed. Ran 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/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** %NIM-4-MCAST\_NOT\_SET: Multicast appliance flag not set for interface [int] ([int], [int], [int]) when LAG enabled.

**Explanation** Multicast appliance flag not set, when LAG enabled.

**Recommended Action** No action is required.

**Error Message** %NIM-6-MCAST\_STATE\_CHANGED: LAG Enabled - changed multicast state of interface [int] to ENABLED

**Explanation** LAG Enabled - changed multicast state to ENABLED

**Recommended Action** No action is required.

**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/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** %NIM-0-MSGQ\_CREATE\_FAIL: Unable to create msg queue for nimTask.

**Explanation** Unable to create msg 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/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** %NIM-3-MSGQ\_SEND\_FAIL: Failed to send message to the Queue [chars]

**Explanation** Failed to send the interface change notification message to 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/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** %NIM-4-NAME\_TYPE\_INVALID: Name Type [dec] is not valid for interface [dec].

**Explanation** 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/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** %NIM-4-POE\_STATE\_INVALID: PoE State [dec] is not valid for the interface [dec].

**Explanation** PoE State is not valid. The state is neither ENABLE nor DISABLE

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-PORTS\_ALREADY\_SET: All ports have been already configured

**Explanation** All ports have been already configured with an internal interface number. could not find a port to set 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/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** %NIM-3-PORT\_TYPE\_UNKNOWN: Unsupported port type [dec] to find for interface [dec].

**Explanation** Unsupported port type for the 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/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** %NIM-3-PROBED\_INTF\_NOTEXIST: Probed interface [dec] not present.

**Explanation** Probed interface not present. Mirroring failed

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

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

**Error Message** %NIM-3-PROBING\_INTF\_NOTEXIST: Probing interface [dec] not present.

**Explanation** Probing interface not present.Mirroring failed

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

**Error Message** %NIM-3-REGID\_INVALID: Registrar ID [dec] grater than the last component id

**Explanation** Registrar ID invalid.It is greater than the last valid component's 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/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** %NIM-0-REGISTRY\_GET\_FAIL: Unable to pull value from the registry for the key [chars]

**Explanation** Unable to pull 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/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** %NIM-3-SET\_AUTONEG\_FAIL: Error in setting the AutoNeg status for the interface with internal interface number [dec].

**Explanation** Error 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/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** %NIM-3-SET\_INTFSPEED\_FAIL: Error while setting the speed mode for the interface with internal interface number [dec].

**Explanation** Error in 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/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** %NIM-3-SET\_MCASTSTATE\_FAIL: Error while setting MCAST appliance state for the interface with internal interface number [dec].

**Explanation** Error while setting 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/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** %NIM-3-SET\_MTUSIZE\_FAIL: Error while setting MTU size for the interface with the internal interface number [dec].

**Explanation** Error while setting 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/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** %NIM-6-STACKINTF\_NOT\_SUPPORTED: Creating Stack Interface currently not supported.

**Explanation** Creating Stack Interface currently not supported.

**Recommended Action** No action is required.

**Error Message** %NIM-6-SW\_VER\_ERR: Software Version Error on config file [chars].

**Explanation** Software Version Error on config file.

**Recommended Action** No action is required.

**Error Message** %NIM-3-SYSINTF\_TYPE\_UNKNOWN: Unknown system interface type [dec].

**Explanation** Unknown system interface type. Could not find 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/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** %NIM-4-TRAP\_STATE\_INVALID: Trap State [dec] is not valid for interface [dec].

**Explanation** Trap State is not valid. It is neither ENABLE or DISABLE

**Recommended Action** Copy the message exactly as it appears on the 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** %NIM-3-UNKNOWN\_INTF\_TYPE: Unknown Interface type requested.

**Explanation** Create interface error. Unknown Interface type 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/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** %NIM-3-USP\_PORT\_ERR: Error in USP and/or port registry data.

**Explanation** Error in 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/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** %NIM-3-USP\_SLOT\_ERR: Error in USP and/or SYSTEM\_SLOTS registry data.

**Explanation** Error in 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/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.

## NULL Messages

This section contains NULL subsystem (NULL) messages.

**Error Message** %NULL-0-SOCKET\_CREATE\_FAILED: Socket creation failed

**Explanation** The NULL module has failed to create a particular socket. The traceback along with this message will suggest as to which socket it was.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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.

## OSAPI Messages

This section contains operating system API (OSAPI) messages.

**Error Message** %OSAPI-5-CLEAN\_TASK: Reaper cleaning up exited task '[chars]' ([address])

**Explanation** Reaper cleaning up exited task

**Recommended Action** No action is required.

**Error Message** OSAPI-3-CLOSE\_FAILED: Failed to close file

**Explanation** System was 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/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-0-COLLECT\_TASK\_METRICS\_FAILED: Unable to gather task metrics. [chars].

**Explanation** 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/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-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. Try Killing 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/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-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/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\_CREATE\_FAILED: Failed to create the file : [chars]. [chars].

**Explanation** The system could not create a file or directory. There may be several reasons behind it, including that the system has run out of disk space.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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-5-FILE\_DEL\_FAILED: Failed to delete the file : [chars].  
[chars].

**Explanation** The system could not delete a file or directory. There may be several reasons behind it, including that the path provided does not exist.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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-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/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-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/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\_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/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-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/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-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/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\_TRANSFER\_ABORTED: Aborting file transfer. [chars].

**Explanation** Aborting 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/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\_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/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-4-GW\_ADD\_FAILED: Unable to add the gateway [chars]. System command returned failure. Error code:[dec]

**Explanation** Unable to add a gateway. System command 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/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-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/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-INVALID\_PING\_RESPONSE: Ping response from [int].[int].[int].[int] is invalid. [chars].

**Explanation** Ping response is invalid.

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

**Error Message** %OSAPI-0-INVALID\_TIMERCB: Invalid timer control block. TcbPtr=[hex].

**Explanation** Invalid timer control block, a software timer object failed

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

**Error Message** %OSAPI-0-INVALID\_TIMER\_HANDLE: Task is using invalid timer handle [int]/[int]

**Explanation** Task is using 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/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-IOCTL\_FAILED: ioctl ([chars]) failed for interface [chars].

**Explanation** 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/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-KTHREAD\_STRUCT\_ALLOC\_FAILED: We failed to create a struct for /proc/[chars]/status

**Explanation** Failed to create 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/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-KTHREAD\_TABLE\_FULL: Need a bigger osapi\_kthread\_tbl to store kthread [chars] pid=[dec].

**Explanation** Need 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/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-LINK\_ERROR: Error condition detected on link [chars] (rxp [int] rxe [int]; previously rxp [int] rxe [int])

**Explanation** Link error 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/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-0-MEM\_ALLOC\_FAILED: Failed to allocate memory for [dec] bytes.

**Explanation** Failed to allocate some memory. System might be out of buffers. This may be temporary

**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/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-0-MSGQ\_CREATE\_FAILED: Failed to create the message queue object: [chars]. [chars].

**Explanation** 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/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-5-MSGQ\_DEL\_FAILED: Failed to delete the message queue object: [chars]. [chars].

**Explanation** 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/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-4-MSGQ\_RECV\_FAILED: Failed to receive a message from the message queue object: [chars]. [chars].

**Explanation** 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/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-4-MSGQ\_SEND\_FAILED: Failed to send a message to the message queue object: [chars]. [chars].

**Explanation** 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/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-0-MUTEX\_CREATE\_FAILED: Failed to create a mutual exclusion object. [chars].

**Explanation** 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/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-5-MUTEX\_DEL\_FAILED: Failed to delete a mutual exclusion object. [chars].

**Explanation** 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/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-4-MUTEX\_LOCK\_FAILED: Failed to acquire a mutual exclusion object. [chars].

**Explanation** 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/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-1-MUTEX\_PRIO\_CLEAR: == Unlock assert == ([chars]) prio=[dec] root=[hex] word[[dec]]=[hex].

**Explanation** Mutex clear lock 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/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-1-MUTEX\_PRIO\_SET: \*\* Lock assert \*\* ([chars]) prio=[dec] root=[hex] [chars]

**Explanation** Mutex lock priority violation.

**Recommended Action** Copy the message exactly as it appears on the 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-1-MUTEX\_PRIO\_SET2: \*\* Lock assert \*\* ([chars]) prio=[dec] root=[hex] word[[dec]]=[hex].

**Explanation** Mutex lock priority violation 2.

**Recommended Action** Copy the message exactly as it appears on the 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-5-MUTEX\_UNLOCK\_FAILED: Failed to release a mutual exclusion object. [chars].

**Explanation** 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/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-OPEN\_FAILED: Failed to open file [chars]

**Explanation** System was 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/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-PATH\_BUILD\_FAILED: Failed to build the path string for [chars]

**Explanation** 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/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-PING\_OPER\_FAILED: Unable to start ICMP ping to host [chars].  
[chars]

**Explanation** Unable to start 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/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-0-RAD\_SW\_UPGRADE: System has been upgrading Radio SW for more than 30 minutes.

**Explanation** 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/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-0-REAPER\_START\_FAILED: Unable to start the Osapi Reaper.  
[chars].

**Explanation** 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/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-0-REAPWATCHER\_START\_FAILED: Unable to start the Osapi Reaper  
Watcher. [chars].

**Explanation** 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/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-4-ROUTE\_ADD\_FAILED: Unable to add the route (Dest:[chars], NetMask:[chars], NextHop:[chars]). System command returned failure.  
Errorcode:[dec]

**Explanation** Unable to add a route. System command 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/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-4-ROUTE\_DEL\_FAILED: Unable to delete the route (Dest:[chars], NetMask:[chars], NextHop:[chars]). System command returned failure.  
Errorcode:[dec]

**Explanation** Unable to delete a route. System command 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/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-ROUTE\_INFO\_GET\_FAILED: Unable to retrieve routing information

**Explanation** Unable to retrieve routing information.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/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-SOCKET\_FAILED: Failed to open socket.

**Explanation** System was 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/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-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/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.

**Recommended Action**

**Error Message** %OSAPI-3-SYSINFO\_FAILED: The system API sysinfo() returned failure. Error: [chars].

**Explanation** The system API 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/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-TASK\_ADD\_LOCKED: Exceeded maximum task count [int] (max [int])

**Explanation** Exceeded maximum number of tasks that can 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/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-0-TASK\_CREATE\_FAILED: Failed to create the task object: [chars]. [chars].

**Explanation** 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/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-TASK\_GETTIME\_FAILED: Failed to retrieve statistics (/proc/<pid>/stats) for task '[chars]'

**Explanation** 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/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-0-TASK\_HUNG: Error! Hung task detected ([chars])! (user [dec]% system [dec]%)Reset!.

**Explanation** Error! Hung task detected. Reset!.Try Killing 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/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-0-TASK\_INVALID\_ADDRESS: Invalid task [address] ([address] < msg < [address]) (1)

**Explanation** Detected a possible 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/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-0-TASKLIST\_CORRUPTED: Task list corruption detected!!!.

**Explanation** Task list corruption 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/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-TASK\_RMV\_LOCKED: Failed to delete a task  
osapiTaskFreeList.head [address], count [int]

**Explanation** 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/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-TASK\_SET\_TICKLE: Task [chars] requesting [dec] second timer.  
Minimum is 20. Setting to 20.

**Explanation** Requested timer less than minimum time allowed. Minimum is 20. Setting 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/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-0-TIMERCB\_ALLOC\_FAILED: Unable to allocate timer control block.

**Explanation** 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/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-0-TIMERCB\_FREELIST\_CORRUPTED: Timer control block free list is corrupted. Head=[hex],Count=[dec],Mempool Size=[dec].

**Explanation** 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/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-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/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-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/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-4-TIMERTCB\_REALLOCATED: Timer [int]/[int] ('[chars]') found to be destroyed/reallocated.

**Explanation** Timer found to be 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/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-4-TIME\_SHIFT\_DETECTED: Detected [chars] time shift. Last: [dec].[dec]. --> Now:[dec].[dec].

**Explanation** 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/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.

## PEM Messages

This section contains Power Entry Module (PEM) messages.

**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** 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/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** %PEM-1-ADDNPURULE2: Unable to plumb temporary rule 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/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** %PEM-3-ADDNPURULE3: [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/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** %PEM-3-ADDSTA: [chars]

**Explanation** Internal system error

**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/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** %PEM-1-ADDVPN: Unable to create IPsec rule 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/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** %PEM-3-ADDVPN2: [chars]

**Explanation** Internal system error

**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/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** %PEM-2-ADDVPN3: [chars]

**Explanation** Internal system error

**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/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** %PEM-4-ADDVPN4: [chars]

**Explanation** Internal system error

**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/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** %PEM-1-ADDWEBRULE1: Unable to add web rule for mobile  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex] on AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** 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/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** %PEM-1-ADDWEBRULE2: Unable to create web rule 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/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** %PEM-1-AEPIINIT: Bypassing AEPI process for mobile  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** AEPI is not enabled, hence 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/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** %PEM-3-APPLYPOL: pemLogInWebAuthUser: Failed to apply RADIUS policy.

**Explanation** AAA override is not enabled or there is a WLAN misconfiguration.

**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** Internal system error

**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** Internal system error

**Recommended Action** No action is required.

**Error Message** %PEM-3-CFGSAVE: Error on call to osapiFsWrite routine on config file  
[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/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** %PEM-4-CHANGENACSTATE: Client [hex]:[hex]:[hex]:[hex]:[hex]:[hex] not found while changing NAC state

**Explanation** Chnaging NAC state for client failed.

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

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

**Error Message** %PEM-0-CREATETASK: Failed to create PEM receive task.

**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/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** %PEM-3-DELIKE: [chars]

**Explanation** Internal system error

**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/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** %PEM-3-DELMMPVN: [chars]

**Explanation** Internal system error

**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/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** %PEM-1-DELMRULE1: Unable to delete policy rule [dec] for mobile [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

**Explanation** Internal system error

**Recommended Action** No action is required.



**Error Message** %PEM-1-DELMRULE2: Unable to delete policy rule for mobile[hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Internal system error

**Recommended Action** No action is required.

**Error Message** %PEM-3-DELMRULE3: [chars]

**Explanation** Internal system error

**Recommended Action** No action is required.

**Error Message** %PEM-3-DELSTA: [chars]

**Explanation** Internal system error

**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/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** %PEM-3-DELSTA2: [chars]

**Explanation** We attempted to delete a client that does not exist. Perhaps it has already been deleted.

**Recommended Action** No action is required.

**Error Message** %PEM-2-DELVPN1: [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/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** %PEM-3-DELVPN2: [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/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** %PEM-4-DELVPN3: [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/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** %PEM-2-DELVPN4: [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/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** %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** 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/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** %PEM-3-DOT1XINIT2: [chars]

**Explanation** Internal system error

**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/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** %PEM-1-GETPOL: Unable to retrieve encrypt policy for mobile [hex] : [hex] : [hex] : [hex] : [hex] : [hex]

**Explanation** Unable to retrieve encryption policy 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/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** %PEM-3-GLOBALSTAT\_GET\_FAILED: Unable to get the web-customizations global status for WLAN ID [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/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** %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** Guest user 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/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** %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** Guest user 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/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** %PEM-3-IMPORTSA: [chars]

**Explanation** Internal system error

**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/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** %PEM-3-INVRULE: [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/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** %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-3-MSGQ: pemSysInit: couldn't create PEM message queue.

**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/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** %PEM-1-MSGTAG050: [chars]: Unable to register L2TP session

**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/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** %PEM-3-NOOVERRIDE: Failed to apply RADIUS over-ride policy for station [hex] : [hex] : [hex] : [hex] : [hex] : [hex]

**Explanation** AAA over-ride is disabled or the WLAN is misconfigured.

**Recommended Action** Check your WLAN configuration.

**Error Message** %PEM-0-NOQ: PEM: no message queue, exiting.

**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/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** %PEM-4-NORCV: PEMRECV: MessageReceive() failed.

**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/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** %PEM-3-PLUMB: [chars]

**Explanation** Internal system error

**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/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** %PEM-1-PLUMBIP: Unable to add IP address learning SCB to NPU 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/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** %PEM-3-PORTCHANGE: simMsPortChange Error in queuing pem message

**Explanation** Internal system error

**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/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** %PEM-3-REDIRRULE: [chars]

**Explanation** Internal system error

**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/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** %PEM-1-SERVTYPE: Rejecting web-auth login for user '[chars]' with invalid Service-Type [dec]

**Explanation** 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 user name might have reached its maximum number of allowed sessions. This number is configurable.

**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 latter, 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** Internal system error

**Recommended Action** No action is required.

**Error Message** %PEM-1-SPAMADDSTA: Unable to create SPAM Mobile State.

**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/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** %PEM-4-TXIAPPTBL: Unable to send IAPP AssocTableReq for mobile [hex] : [hex] : [hex] : [hex] : [hex] : [hex]

**Explanation** Internal system error

**Recommended Action** No action is required.

**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/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** %PEM-3-TXXID2: pemPortChangeHandler: Could not send XID frame

**Explanation** Internal system error

**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/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** %PEM-3-TXXID3: pemDispatcPortChange: Could not update NPU

**Explanation** Internal system error

**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/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** %PEM-3-TXXID4: [chars]

**Explanation** Internal system error

**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/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** %PEM-3-UNKNOWNMSG: PEMRCV: Received unsupported message type [dec].

**Explanation** Internal system error

**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/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** %PEM-1-WEBAUTHFAIL: Web authentication failure for station [hex]: [hex]: [hex]: [hex]: [hex]: [hex]

**Explanation** Web authentication failed.

**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/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** %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-auth.

**Error Message** %PEM-3-WEBEVENT: Bad return from ProcessWebEvent.

**Explanation** Internal system error

**Recommended Action** No action is required.

**Error Message** %PEM-2-XXX: [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/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.

# PKTDEBUG Messages

This section contains packet debugging (PKTDEBUG) messages.

**Error Message** %PKTDEBUG-6-MSGTAG001: Starting packet log

**Explanation** The packet logging service was 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/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** %PKTDEBUG-6-MSGTAG002: Stopping packet log

**Explanation** The packet logging service was 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/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** %PKTDEBUG-6-MSGTAG003: Packet log displayed [int] of [int] packets

**Explanation** The packet logging service displayed the requested number of packets and will now terminate.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %PKTDEBUG-2-MSGTAG009: Failed to create PKTDEBUG socket rx task..

**Explanation** PKTDEBUG task 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/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** %PKTDEBUG-2-MSGTAG010: Unable to open PKTDEBUG socket

**Explanation** PKTDEBUG task 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/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** %PKTDEBUG-3-MSGTAG012: select from PKTDEBUG socket failed with error [dec]

**Explanation** PKTDEBUG task is experiencing problems while processing packets.

**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/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** %PKTDEBUG-3-MSGTAG014: read from dtl PKTDEBUG socket failed.

**Explanation** PKTDEBUG task is experiencing problems while processing packets.

**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/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.

## 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** Out of memory! Unable to allocate a chunk 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/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** %PMALLOC-0-INVALID\_POOL\_INFO: Invalid poolinfo. Last entry in the poolinfo must be zero..

**Explanation** Invalid poolinfo. 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/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** %PMALLOC-7-MEM\_ALLOC\_DETAIL: Allocating [dec] bytes into [dec] byte pool.

**Explanation** The memory allocation details are displayed.

**Recommended Action** No action is required.

**Error Message** %PMALLOC-0-MEM\_ALLOC\_FAILED: Out of memory.Unable to allocate [dec] bytes!.

**Explanation** Unable to allocate 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/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** %PMALLOC-7-MEM\_ALLOC\_RAWPOOL: Allocating [dec] bytes into RAW pool.

**Explanation** The memory allocation details are displayed.

**Recommended Action** No action is required.

**Error Message** %PMALLOC-0-MEM\_THRESHOLD\_REACHED: Memory threshold reached. Not allocating memory.

**Explanation** Memory threshold reached. Not 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/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.

## POE Messages

This section contains Power over Ethernet (POE) messages.

**Error Message** %POE-3-PORT\_RESYNC: poePortResync returned FAILURE.

**Explanation** poePortResync returned FAILURE. Inconsistency in 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/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** %POE-0-RESET\_FAIL: Unable to reset the Power Supply for [dec] times. Will try to reset for another [dec] times.

**Explanation** Failure to reset POE device. Will try to reset 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/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.

## 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 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-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** Indicates whether the Power Supply is Present or Not.

**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-PS\_OK: [chars]

**Explanation** The specified power supply is functioning OK.

**Recommended Action** No action is required.

## PPTP Messages

This section contains Point-to-Point Tunneling Protocol (PPTP) messages.

**Error Message** %PPTP-1-CONFIG\_SAVE\_ERROR: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** PPTP Configuration changes could not be saved.

**Recommended Action** Please 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** unable to determine our own 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/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** %PPTP-1-SOCKET\_CONFIG\_ERROR: unable to configure socket - pptp will be disabled...

**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/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** %PPTP-1-SOCKET\_CONFIG\_RETRIEVE\_ERROR: unable to retrieve socket configuration - pptp will be disabled...

**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/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** %PPTP-1-SOCKET\_OPEN\_ERROR: Unable to open listener socket - pptp will be disabled...

**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/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** %PPTP-1-SOCKET\_SELECT\_ERROR: select failed for no apparent reason - pptp will be disabled...

**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/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** %PPTP-2-TASK\_CREATE\_ERROR: Failed to create pptp main task..

**Explanation** The PPTP task 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/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** %PPTP-2-TASK\_INIT\_ERROR1: Unable to open listener socket.

**Explanation** The PPTP task 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/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** %PPTP-2-TASK\_INIT\_ERROR2: Unable to bind listener socket.

**Explanation** The PPTP task 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/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** %PPTP-2-TASK\_INIT\_ERROR3: Unable to listen on listener socket.

**Explanation** The PPTP task 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/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.

## 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** Failed to create 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/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** %RBCP-3-PDU\_TRANSMIT\_FAILED: Failed to transmit the RBCP register.Return code=[dec].

**Explanation** 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/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** %RBCP-0-PORT\_NOT\_UP: Port 1 not up. Cant plumb Code version.

**Explanation** Port 1 not up. Cant plumb 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/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** %RBCP-0-PROD\_VER\_SET\_FAILED: Driver api failed for the command [chars].Cant plumb Code version.Return Code=[dec].

**Explanation** Driver api failed. Cant plumb 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/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** %RBCP-0-RBCP\_RECVQ\_NULL: No RBCP Receive Queue available.Unable to receive RBCP messages

**Explanation** No RBCP Receive Queue available.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/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** %RBCP-0-RBCP\_REGISTRATION\_FAILED: RBCP registration failed.Return Code=[dec].

**Explanation** RBCP 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/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** %RBCP-3-RBCP\_TX\_FAILED: Failed to generate a RBCP platform response.Return code=[dec].

**Explanation** Failed to generate a 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/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** %RBCP-0-TASK\_CREAT\_FAILED: Failed to create RBCP receive task.

**Explanation** Failed to create 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/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.

## RFID Messages

This section contains radio frequency identification (RFID) messages.

**Error Message** %RFID-3-BAD\_RSSI\_EXPIRY: Illegal rfid expiry value [int]-- defaulting.

**Explanation** Illegal rfid expiry value -- defaulting.

**Recommended Action** Copy the message exactly as it appears on the 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** %RFID-3-BAD\_RSSI\_HALFLIFE: Illegal rfid rssi half life value [int]-- defaulting.

**Explanation** Illegal rfid rssi half life value -- defaulting.

**Recommended Action** Copy the message exactly as it appears on the 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** %RFID-3-BAD\_TIMEOUT: Illegal rfid timeout value [int]-- defaulting.

**Explanation** Illegal rfid timeout value -- defaulting.

**Recommended Action** Copy the message exactly as it appears on the 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** %RFID-3-BLUESOFT\_FAIL: Unable to register for bluesoft tag data - error [dec]

**Explanation** Unable to register for 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/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** %RFID-3-CISCO\_FAIL: Unable to register for Cisco tag data - error [dec]

**Explanation** Unable to register for 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/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** %RFID-3-CONFIG\_WRITE\_FAIL: Unable to write rfid configuration file.

**Explanation** Unable to write 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/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** %RFID-3-CREATE\_DB\_FAIL: Unable to create rfid database

**Explanation** Unable to create 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/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** %RFID-3-CREATE\_Q\_FAIL: Unable to create rfid interface

**Explanation** Unable to create 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/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** %RFID-3-DEL\_FAIL: Error! Can not delete entry from rfid Table

**Explanation** Error! Can not delete entry from 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/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** %RFID-3-DUP\_ENTRY: Duplicate entry found on rfid tree.

**Explanation** Duplicate entry found on 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/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** %RFID-3-NO\_CFG\_FILE: Error retrieving file [chars].

**Explanation** Error retrieving file .

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

**Error Message** %RFID-3-NO\_LOAD\_CFG: Unable to load rfid configuration

**Explanation** Unable to load 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/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** %RFID-3-NOTIFICATION\_TIMER\_NOT\_CREATED: [chars] Could not create Rfid-Loep Notification timer...

**Explanation** Could not create Rfid-Loep 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/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** %RFID-3-TCB\_FAIL: rfid rx task did not receive a task control block --exiting

**Explanation** rfid rx task did not receive a task control block --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/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** %RFID-3-TIMER\_FAIL: unable to create rfid task timer

**Explanation** unable to create 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/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.

## RRM Messages

This section contains Radio Resource Management (RRM) messages.

**Error Message** %RRM-3-AP\_DB\_ERR1: Unable to find AP  
[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** AP included 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/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** %RRM-3-FAILEDCOVERAGPROFILE: [chars]: Coverage profile violation on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** Coverage profile violation

**Recommended Action** Copy the message exactly as it appears on the 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** %RRM-3-FAILEDINTPROFILE: [chars]: Interference profile violation on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** Interference profile violation

**Recommended Action** Copy the message exactly as it appears on the 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** %RRM-3-FAILEDLOADPROFILE: [chars]: Load profile violation on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** Load profile violation

**Recommended Action** Copy the message exactly as it appears on the 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** %RRM-3-INVALIDRFDOMAINNAME: [chars]: Could not read valid RF domain name

**Explanation** 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/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** %RRM-3-MSGTAG021: [chars]: Unable to queue enhanced coverage data from AP [chars] on [chars]

**Explanation** [chars]: Unable to queue enhanced coverage data from 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/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** %RRM-6-PASSEDCOVERAGPROFILE: [chars]: Coverage profile recovery on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** Coverage profile recovery

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

**Error Message** %RRM-6-PASEDINTPROFILE: [chars]: Interference profile recovery on [chars] AP[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** Interference profile recovery

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

**Error Message** %RRM-6-PASEDLOADPROFILE: [chars]: Load profile recovery on [chars] AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec]

**Explanation** Load profile 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** Noise profile recovery

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

**Error Message** %RRM-3-REACHEDMAXCLIENTS: Reached max Rm clients.  
dropping [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** Reached max 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/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** %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/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** %RRM-6-SETCHANNEL: set channel on cell  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec] to [dec] to reduce co-channel  
interference from [dec] to [dec]

**Explanation** Set channel to reduce co-channel interference

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

**Error Message** %RRM-6-SETRFDOMAINNAME: [chars]: Change RF domain name to [chars]

**Explanation** Set RF domain name

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

**Error Message** %RRM-6-SETTXPOWER: [chars]: Set transmit power on [chars] AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec] to [int]

**Explanation** Set transmit power

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

**Error Message** %RRM-6-UPDATECHANNEL: [chars]: Set channel on [chars] AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec] to [dec] by configuration change

**Explanation** Channel configuration change

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

**Error Message** %RRM-6-UPDATETXPOWER: [chars]: Set transmit power on [chars] AP  
[hex]:[hex]:[hex]:[hex]:[hex]:[hex]::[dec] to [int]

**Explanation** Transmit power configuration change

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

## SIM Messages

This section contains subscriber identity module (SIM) messages.

**Error Message** %SIM-7-ADDR\_CHANGE\_DTL: Address changed to dtl successfully.  
[int].[int].[int].[int] ==> [int].[int].[int].[int] (rc [dec])

**Explanation** Address 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** Unable to retrieve client Ip info

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-4-ADD\_VLAN\_NPU\_FAIL: Failed to add/remove/update vlan information into NPU.vlan [int], intf [int]

**Explanation** Failed to add/remove/update vlan information into 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/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** %SIM-3-APMGR\_CONF\_FAIL: Failed to configure AP-Manager. Cannot configure AP-Manager When LinkAggregation is enabled

**Explanation** Failed to configure AP-Manager. Cannot configure AP-Manager When LinkAggregation 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/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** %SIM-3-APPLY\_CONFIG\_FAIL: Unable to apply SIM Configuration data

**Explanation** Unable to apply 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/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** %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** Unable to send 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/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** %SIM-3-CREATE\_AP\_INTERFACE\_FAIL: Unable to create AP manager interface

**Explanation** Unable to create 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/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** %SIM-3-CREATE\_INTF\_FAIL: Unable to create the [chars] interface

**Explanation** 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/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** %SIM-0-CREATE\_TASK\_FAIL: Failed to Create Transfer Task. The cli, web or snmp may not be initialized

**Explanation** Failed to Create 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/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** %SIM-3-CREATE\_VLAN\_FAIL: Unable to create VLAN Interface [chars]

**Explanation** 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/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** %SIM-3-DEL\_INTF\_APGROUPMAP\_FAIL: AP Group vlan is mapped to this Interface.

**Explanation** 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/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** %SIM-3-DEL\_INTF\_FAIL: Unable to delete interface [chars] form AVL Tree. Internal System Error

**Explanation** Unable to delete an interface from AVL Tree. 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/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** %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/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** %SIM-3-DHCP\_CONF\_FAIL: Unable to set service port protocol.DHCP server failed to be configured

**Explanation** Unable to set service port protocol.DHCP server 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/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** %SIM-3-DS\_CONF\_FAIL: Failed to configure the Distribution system Interface.Old Port: [dec]. New Port: [dec]

**Explanation** 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/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** %SIM-3-DS\_DEL\_FAIL: Failed to delete the distribution system interface [chars]. Port # [dec]

**Explanation** 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/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** %SIM-3-ENTRY\_CREATE\_FAIL: Failed to create a Qos profile. Profile Name: [chars]

**Explanation** 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/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** %SIM-3-FILE\_OPEN\_FAIL: Unable to open file <[chars]>: [dec]:[chars].

**Explanation** 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/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** %SIM-3-FILE\_READ\_FAIL: Failed to read config file [chars].

**Explanation** Failed to read config file.

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

**Error Message** %SIM-3-FILE\_WRITE\_FAIL: Failed to Write to config file [chars].

**Explanation** Failed to Write to config file.

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

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

**Error Message** %SIM-3-FLASH\_READ\_FAIL: Error loading '[chars]' file from flash

**Explanation** Error loading file from 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/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** %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 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** Failed to set the Interface in the device transformation layer.Failed to resolve 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/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** %SIM-6-INTF\_FIND\_FAIL: Could not find interface [chars].

**Explanation** 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/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** %SIM-3-INTFGET\_GIG\_ETH\_FAIL: Failed to get the Interface number of the Gigabit Ethernet Port

**Explanation** 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 enabled for the interface. Disable all WLANs to configure port.

**Recommended Action** No action is required.

**Error Message** %SIM-3-INTF\_PORTSET\_FAIL: Failed to set the port number to [dec] for the interface name '[chars]'

**Explanation** 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/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** %SIM-3-INVALID\_BAUD\_RATE: Invalid baudrate [dec].Setting to default:9600 baud.

**Explanation** Invalid baudrate, Possible Values are 1200, 2400, 4800, 9600, 19200, 38400, 57600 and 115200. Setting to default:9600 baud.

**Recommended Action** No action is required.

**Error Message** %SIM-3-INVALID\_INTF: Cannot set the specified interface number

**Explanation** 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/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** %SIM-3-INVALID\_PORT: Using invalid port number. Port out of range. Port # [int]

**Explanation** Using invalid port number. Port 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/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** %SIM-3-INVALID\_PORT\_NUM: Invalid Port # [dec]

**Explanation** 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/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** %SIM-3-INVALID\_VLANID: Using invalid VLAN ID. Vlan Id out of range. Vlan # [int]

**Explanation** Using invalid VLAN ID. Vlan Id 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/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** %SIM-6-LAG\_ALREADY\_CONF: Link Aggregation is already set to the same Configuration.

**Explanation** Link Aggregation 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 disabled but Primary Port 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/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** %SIM-3-LAG\_ENBL\_PORT\_DSBL: LAG enabled but Primary Port disabled

**Explanation** LAG enabled but Primary Port 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/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** %SIM-3-LAG\_INIT\_FAIL: Failed to initialize link aggregation. Error Code: [int]

**Explanation** 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/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** %SIM-7-LAG\_INTF\_CREATED: LAG Interface (port [int]) created...

**Explanation** LAG Interface created...

**Recommended Action** No action is required.

**Error Message** %SIM-6-LAG\_INTF\_DEL: Link Aggregation Enabled.Dynamic Interface '[chars]' deleted

**Explanation** Link Aggregation Enabled. All Dynamic Interfaces deleted

**Recommended Action** No action is required.

**Error Message** %SIM-3-LAG\_INTF\_DEL\_FAIL: Failed to delete interface '[chars]'

**Explanation** Failed to delete dynamic interface while enabling 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/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** %SIM-3-LAG\_INTF\_TO\_PORT\_MAP: Failed to map LAG interfaces to LAG ports. Error Code [int]

**Explanation** Failed to map LAG interfaces to LAG ports. Link Aggregation 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/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** %SIM-4-LAG\_IN\_TRANSITION: LAG in transition. switch reboot DUE..!!!

**Explanation** LAG in transition. switch reboot 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** Failed to add a Physical Port to 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/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** %SIM-3-LAG\_PORT\_CHANGE\_FAIL: Failed to change the Link Aggregation port status. Port # [dec]

**Explanation** Failed to change the Link Aggregation 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/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** %SIM-6-LAG\_WLAN\_DISABLED: Link Aggregation Enabled. WLAN [int] disabled and set to interface [chars]

**Explanation** Link Aggregation Enabled. WLAN disabled and Re-Mapped.

**Recommended Action** No action is required.

**Error Message** %SIM-3-LVL7\_TO\_BAUD\_FAIL: Invalid baud value [dec], returning baudrate of 9600.

**Explanation** Invalid baud value, returning baudrate 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/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** %SIM-3-MACADDR\_GET\_FAIL: Interface [dec] source MAC address is not found.

**Explanation** Interface source MAC address is 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/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** %SIM-3-MACADDR\_READ\_FAIL: Failed to retrieve MAC Address from registry

**Explanation** 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/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** %SIM-3-MAXLEN\_DESC\_FAIL: Failed to read/write the profile description. Profile Too Big. Profile Name:[chars]

**Explanation** Failed to read/write the profile description. Profile 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/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** %SIM-3-MEM\_ALLOC\_FAIL: Interface File migration failed - OUT OF MEMORY!!!.

**Explanation** Interface File migration failed - 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/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** %SIM-3-MIG\_OLD\_CFG: Interface File migration failed - OUT OF DATED CFG !!!.

**Explanation** Interface File migration failed - OUT OF DATED CFG !!!.

**Recommended Action** Copy the message exactly as it appears on the 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** %SIM-3-MLTP\_UNTG\_INTF: Multiple untagged interfaces on same port not allowed

**Explanation** Multiple untagged interfaces on same port 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/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** %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** Failed to add 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/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** %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** 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/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** %SIM-7-PHASE2\_LAG\_INIT: Phase2 of LAG Initialization...

**Explanation** Phase2 of LAG Initialization...

**Recommended Action** No action is required.

**Error Message** %SIM-7-PHASE2\_LAG\_INIT\_DONE: Phase2 of LAG Initialization...done.

**Explanation** Phase2 of LAG Initialization...done.

**Recommended Action** No action is required.

**Error Message** %SIM-7-PORT\_CHANGED: interface '[chars]' port changed to 1

**Explanation** interface port changed to 1

**Recommended Action** No action is required.

**Error Message** %SIM-7-PORT\_DEL\_START: Starting Port delete from NPU. vlan=[dec],  
intf ID=[dec]

**Explanation** Starting Port delete from 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** Requested Port 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** Unable to get 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/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** %SIM-7-PORT\_NPU\_ADD\_START: Starting Port Add To NPU. vlan=[dec], port=[dec], portBitMap=[hex]

**Explanation** Starting Port Add To NPU.

**Recommended Action** No action is required.

**Error Message** %SIM-3-PORT\_UP: Physical port [dec] is up!.

**Explanation** 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** VLAN Port Update Start

**Recommended Action** No action is required.

**Error Message** %SIM-3-QOS\_ACIMAP\_FAIL: Unable to set [chars] Adjacent Channel Interference (ACI) map

**Explanation** Unable to set 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/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** %SIM-3-QOS\_ACM\_DOT1A\_FAIL: Unable to set [chars] Admission Control (ACM)

**Explanation** 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/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** %SIM-3-QOS\_ACM\_DOT1BG\_FAIL: Unable to set [chars] Admission Control (ACM)

**Explanation** 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/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** %SIM-3-QOS\_AIFS\_FAIL: Unable to set [chars] Arbitration Interframe Space (AIFS)

**Explanation** Unable to set 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/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** %SIM-3-QOS\_AVGBW\_FAIL: Unable to set [chars] Profile Real-Time and Data Bandwidth Contract (Average)

**Explanation** Unable to set 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/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** %SIM-3-QOS\_BURSTBW\_FAIL: Unable to set [chars] Real-Time or Data Bandwidth Contract (Burst)

**Explanation** Unable to set 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/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** %SIM-3-QOS\_CREATE\_PROFILE: Unable to create [chars] QOS Profile

**Explanation** Unable to create 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/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** %SIM-3-QOS\_CWMAX\_FAIL: Unable to set [chars] Maximum Contention Window (CwMax)

**Explanation** Unable to set 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/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** %SIM-3-QOS\_CWMIN\_FAIL: Unable to set [chars] Minimum Contention Window (CwMin)

**Explanation** Unable to set 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/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** %SIM-3-QOS\_DOT1P\_FAIL: Unable to set [chars] 802.1P Tag

**Explanation** Unable to set 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/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** %SIM-3-QOS\_DSCP\_FAIL: Unable to set [chars] Differentiated Service Code Point (DSCP)

**Explanation** Unable to set 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/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** %SIM-3-QOS\_INIT\_FAIL: Error! Couldn't load qos configuration at initialization

**Explanation** Error! Couldn't load 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/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** %SIM-6-QOS\_NAME\_INVALID: Qos Profile Name Invalid. Profile Name Too Long or No Profile Name Given

**Explanation** Qos Profile Name Invalid. Profile Name Too Long or No Profile Name Given

**Recommended Action** No action is required.

**Error Message** %SIM-3-QOS\_PROFILE\_DESC\_SET: Unable to set [chars] QOS Profile Description

**Explanation** Unable to set 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/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** %SIM-3-QOS\_QUEUE\_DEPTH\_FAIL: Unable to set [chars] Queue Depth

**Explanation** Unable to set 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/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** %SIM-3-QOS\_RF\_USAGE\_FAIL: Unable to set [chars] RF Usage

**Explanation** 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/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** %SIM-6-QOS\_SAME\_PROFILE: QOS Profile Name [chars] already set. Cannot apply the same profile.

**Explanation** QOS Profile Already set. 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** Unable to set 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/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** %SIM-3-QOS\_WIRED\_PROTOCOL\_FAIL: Unable to set [chars] Wired Protocol

**Explanation** Unable to set 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/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** %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 failed.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_EXISTS: Attempt to assigned quarantine VLAN [int] to interface [chars] failed. VLAN [int] already exists as interface [chars].

**Explanation** The quarantine VLAN must not be assigned to any other port/vlan combination.

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_FIND2\_FAILED: Unable to find quarantine vlan [int] in the interface db.

**Explanation** When a quarantine VLAN is assigned to an interface the system internally creates an interface .sys.quarantine-<port

**Recommended Action** No action is required.

**Error Message** %SIM-3-QVLAN\_FIND\_FAILED: Unable to find quarantine interface [chars] in the interface db.

**Explanation** When a quarantine VLAN is assigned to an interface the system internally creates an interface .sys.quarantine-<port

**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 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** Failed to apply route configuration data;Route 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/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** %SIM-3-ROUTE\_DEL\_FAIL: Could not delete the route for the network [int].[int].[int].[int]

**Explanation** 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/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** %SIM-3-SET\_APMGR\_ADDR\_FAIL: Unable to set AP manager address. Subnet:[int].[int].[int].[int] Gateway:[int].[int].[int].[int]

**Explanation** Unable to set 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/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** %SIM-3-SET\_APMGR\_PORT\_FAIL: Unable to set AP Manager interface port. Port # [dec]

**Explanation** Unable to set 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/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** %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** Unable to set 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/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** %SIM-6-SET\_P2P\_BLOCK: Peer-to-Peer blocking check in forwarding path transitioned from [chars] to [chars].

**Explanation** 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** 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/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** %SIM-3-SET\_VLAN\_ADDR\_FAIL: Unable to set VLAN Interface Address. Ip Addr: [int].[int].[int].[int]. Gateway: [int].[int].[int].[int]

**Explanation** Unable to set 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/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** %SIM-7-START\_CREATE\_INTF: Started create interface.  
interfaceName:[chars], vlanId:[dec]

**Explanation** Started create Interface

**Recommended Action** No action is required.

**Error Message** %SIM-7-START\_DEL\_INTF: Started delete interface.  
InterfaceName:[chars]

**Explanation** Started delete 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** Started port and vlan set

**Recommended Action** No action is required.

**Error Message** %SIM-7-STARTED\_VLAN\_SET: Started vlan set. intf name=[chars], vlanId:[dec], immediately:[dec]

**Explanation** Started vlan set.

**Recommended Action** No action is required.

**Error Message** %SIM-7-START\_INTF\_PORT\_SET: Starting interface port set. interface '[chars]' priPort = [dec]

**Explanation** Starting interface port set.

**Recommended Action** No action is required.

**Error Message** %SIM-4-STP\_DISABLE\_FAIL: Failed to disable the STP sub-system for the switch.

**Explanation** Failed to disable the STP sub-system 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/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** %SIM-3-STP\_PORT\_MODE\_FAIL: Failed to set the port mode to off for STP.

**Explanation** 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/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** %SIM-0-TIMER\_CREATE\_FAIL: Failed to create down timer for port [int]

**Explanation** 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/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** %SIM-0-TIMER\_START\_FAIL: Failed to start a software timer.

**Explanation** 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/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** %SIM-3-VLAN\_ENTRY\_FAIL: Failed to create VLAN interface [chars]

**Explanation** Failed to create 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/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** %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 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/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** %SIM-3-VLAN\_INIT\_FAIL: Error! Couldn't load interface configuration at initialization

**Explanation** Error! Couldn't load 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/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** %SIM-3-VLAN\_INTFID\_FAIL: Failed to assign Interface ID to Vlan - interface type: [dec].

**Explanation** Failed to assign interface ID to 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/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** %SIM-3-VLAN\_SAME\_INTERFACE: Vlan Interface name [chars] already set. Cannot create the same interface

**Explanation** Vlan Interface already set. 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 configured with same Vlan Tag, but on different port - 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/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** %SIM-3-VLAN\_UPDATE\_FAIL: Failed to update the vlan port settings.Port # [int], vlan Id [int]

**Explanation** 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/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** %SIM-3-WLAN\_DISABLE\_FAIL: Failed to disable WLAN [int]

**Explanation** Failed 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/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.



# SNMP Messages

This section contains Simple Network Management Protocol (SNMP) messages.

**Error Message** %SNMP-3-AVL\_CREATE\_FAILED: initialiseDSForEventLogInSnmp : Failed to create avl tree

**Explanation** Failed to create avl tree for event log.

**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/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** %SNMP-3-INIT\_FAILED: Failure occured during initiallization. [chars]. Action: [chars].

**Explanation** One or more failures occured during SNMP agent initiallization.

**Recommended Action** Internal system error

**Error Message** %SNMP-3-INVALID\_TX\_INTF: Invalid transmit interface. snmpdTI([dec],[dec],[dec],[dec],[dec]) != snmpdTI\_local([dec],[dec],[dec],[dec],[dec]).

**Explanation** The interface used for transmitting SNMP response is invalid.

**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/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** %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/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** %SNMP-3-MSGTAG002: initialiseDSForEventLogInSnmp : Failed to create avl tree

**Explanation** initialiseDSForEventLogInSnmp : Failed to create 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/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** %SNMP-3-MSGTAG003: initialiseDSForEventLogInSnmp : Failed to initialise timer

**Explanation** initialiseDSForEventLogInSnmp : Failed to initialize 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/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** %SNMP-4-MSGTAG004: Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], for [chars] trap.

**Explanation** Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], for [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/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** %SNMP-3-MSGTAG005: Failed to get varbind for [chars], failed to send [chars] trap.

**Recommended Action** Failed to get varbind for [chars], failed to send [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/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** %SNMP-3-MSGTAG006: Failed to send [chars] trap.

**Explanation** Failed to send [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/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** %SNMP-3-MSGTAG007: Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], failed to send [chars] trap.

**Explanation** Failed to get [chars] for Mac address [hex]:[hex]:[hex]:[hex]:[hex]:[hex], failed to send [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/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** %SNMP-4-MSGTAG008: Failed to get [chars] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], API return code: [dec].

**Explanation** Failed to get [chars] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], 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/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** %SNMP-3-PDU\_PARSE\_FAILED: Failed to parse an incoming SNMP PDU. [chars].

**Explanation** Error parsing an incoming SNMP PDU.

**Recommended Action** No action is required.

**Error Message** %SNMP-0-SOCKET\_OPER\_FAILED: [chars] operation failed on a socket descriptor.

**Explanation** A socket failure 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/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.

## 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** Error retrieving SNMP configuration from NVRAM.

**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/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.

## SNTP Messages

This section contains Simple Network Time Protocol (SNTP) messages.

**Error Message** %SNTP-4-ANOMALOUS\_ERROR: Anomalously high error [int] > [int], but < [int].

**Explanation** Anomalously high 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/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** %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/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** %SNTP-3-FILE\_WRITE\_FAILED: Failed to write the file [chars] into NV Memory.

**Explanation** Failed to write the file into 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/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** %SNTP-4-HIGH\_ERROR: Excessively high error [int] > [int] > [int].

**Explanation** Excessively high 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/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** %SNTP-6-HOST\_RESOLV\_FAILED: Failed to resolve the hostname:[chars].

**Explanation** Failed to resolve the hostname.

**Recommended Action** No action is required.

**Error Message** %SNTP-3-LOAD\_CONFIG\_FAILED: Unable to load SNTP configuration

**Explanation** Unable to load 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/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** %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/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** %SNTP-7-NO\_ACCEPTABLE\_PKTS: No acceptable packets received.

**Explanation** No acceptable packets 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/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** %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 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/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** %SNTP-4-PKT\_REJECTED: [chars].NTP packet rejected on socket [dec].

**Explanation** NTP packet rejected on 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/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** %SNTP-7-RECV\_TIME\_OUT: Failed to receive data on the socket after [dec] seconds.

**Explanation** 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/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** %SNTP-4-RESET\_ERROR: [chars]

**Explanation** Resetting on 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/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** %SNTP-7-SELECT\_FAILED: The select system call failed.Error code: [dec]

**Explanation** The select system call failed.

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

**Error Message** %SNTP-7-SET\_HW\_TIME: Setting hardware time to [dec] [dec] [dec]  
[dec]:[dec]:[dec]

**Explanation** Setting hardware time.

**Recommended Action** No action is required.

**Error Message** %SNTP-3-SOCK\_OPT\_FAILED: Failed to set the socket option [chars] on the socket.

**Explanation** 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/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** %SNTP-3-SWITCH\_PORT\_WRONG: The NTP packet received from wrong switchport, [dec].Dropping

**Explanation** The NTP packet received from 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/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** %SNTP-7-TOO\_MANY\_BAD\_PKTS: Too many bad or lost packets.

**Explanation** 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/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.

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

**Error Message** %SSHPM-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** %SSHMPM-4-ALREADY\_INIT: [chars] already initialized

**Explanation** An internal error has occurred. A function 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/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** %SSHMPM-3-AP\_CERT\_DECODE\_FAILED: Decoded AP certificate has invalid names

**Explanation** An internal error has occurred. 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/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** %SSHMPM-4-AP\_CERT\_EXPIRED: AP certificate time [chars] - [chars] is not valid.

**Explanation** AP certificate is not valid because current time falls outside the certificate's validity interval. Controller time may not be set correctly.

**Recommended Action** Ensure that the controller time is correct.

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

**Error Message** %SSHPM-3-AUTH\_GRP\_ADD\_FAILED: Error adding constraint to xauth authorization group

**Explanation** An internal error has occurred. Failed to add xauth constraint to auth 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-AUTH\_GRP\_CREATION\_FAILED: Error creating xauth authorization group

**Explanation** An internal error has occurred. Failed to create xauth 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-BAD\_CERTLEN: Error reading system certificates - certificate is too large

**Explanation** An internal error has occurred. Insufficient memory allocated to hold certificate. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-BAD\_CERT\_MAGIC1: Certificate store Magic1 missing

**Explanation** An internal error has occurred. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-BAD\_CERT\_MAGIC2: Certificate store Magic2 missing

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

**Error Message** %SSHPM-3-BAD\_CERT\_SUBJECT: Failed to extract Mac Address from AP certificate

**Explanation** An internal error has occurred. Cannot extract Mac Address from 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-BAD\_CERT\_TYPE: Unrecognized system certificate type [dec]

**Explanation** System failed to add certificate into certificate table because certificate type 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Error Message** %SSHPM-3-BAD\_NUM\_CERT: Invalid number of certificates found

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

**Error Message** %SSHPM-4-BAD\_TFTP\_IP: Invalid TFTP IP address [chars]

**Explanation** Invalid TFTP IP address string.

**Recommended Action** Please check your configuration and try again.

**Error Message** %SSHPM-6-BLD\_CERT\_DELETED\_INFO: Corrected credential index (build CA deleted)

**Explanation** Build CA certificate has been deleted from credential index.

**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. CA certificate table is full. CA 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-CA\_CERT\_TABLE\_INVALID: Accessing CA certificate table before initialization

**Explanation** An internal error has occurred. Error encountered while accessing 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-0-CARD\_NOT\_FOUND: Slot [dec] requested but not present!

**Explanation** An internal error has occurred. ESM card not found in 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-6-CERT\_COMP\_MODE\_INFO: Certificate compatibility mode automatically set

**Explanation** New certificate is not installed, 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 non-volatile storage 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the



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

**Error Message** %SSHPM-3-CERT\_DIR\_TOO\_LONG: Certificate directory name too long; External Key providers registration failed

**Explanation** External key providers registration failed. because certificate directory name 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-CERT\_LOAD\_FAILED: Failed to load [chars] certificate [chars] into certificate table

**Explanation** An internal error has occurred. Failed to load 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-0-CERT\_NOT\_FOUND: Error encountered while initializing policy manager. [chars] certificates not found

**Explanation** An internal error has occurred. 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. Failed to re-allocate memory to enlarge 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/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** %SSHMP-3-CERT\_TABLE\_INVALID: Accessing certificate table before initialization

**Explanation** An internal error has occurred. Error encountered while accessing 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/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** %SSHMP-3-CFG\_LOAD\_FAILED: Policy manager failed to load configuration

**Explanation** SSHMP failed to start because 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/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** %SSHMP-3-CM\_ALLOCATE\_FAILED: Failed to allocate certificate manager cache for [chars] certificate

**Explanation** An internal error has occurred. Error encountered while adding 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-CREDENTIAL\_FILE\_WRITE\_FAILED: Cannot write [chars] to file [chars]

**Explanation** An internal error has occurred. Failed to write to file.

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

**Error Message** %SSHPM-1-CREDENTIAL\_NOT\_UNIQUE: Credential name [chars] already exists

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

**Error Message** %SSHPM-3-CREDENTIAL\_STORE\_FULL: Certificate addition failed because credential store is full

**Explanation** An internal error has occurred. Error encountered while adding 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-DEALLOC\_ENTRY\_INVALID: Unable to deallocate an invalid policy manager [chars] list entry

**Explanation** An internal error has occurred. Attempt to delete 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-DEALLOC\_UNALLOC\_LIST\_ENTRY: Attempt to deallocate unallocated policy manager [chars] free list element

**Explanation** An internal error has occurred. Attempt to deallocate 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-DELETE\_ENTRY\_INVALID: Unable to delete an invalid policy manager [chars] list entry

**Explanation** An internal error has occurred. Attempt to delete 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-6-DELETE\_INVALID\_RULE: Unable to delete rule that has been marked with SSH\_IPSEC\_INVALID\_INDEX

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

**Error Message** %SSHPM-3-DELETE\_MANUF\_CERT: Cannot delete manufacturer certificate [chars]

**Explanation** An attempt was made to delete the manufacturer certificate.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-DELETE\_UNKNOWN\_CERT: Error encountered while deleting certificate [chars]. Certificate unknown

**Explanation** An internal error has occurred. Attempt to delete 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. Error deriving public key for 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-ENTRY\_HASH\_NOT\_FOUND: Failed to find hash entry for rule [hex], raw index = [hex], index = [hex]

**Explanation** An internal error has occurred. Failed to find a hash entry found for 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-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/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** %SSHMP-3-FOPEN\_FAILED: Error reading file [chars]

**Explanation** An internal error has occurred. Failed to open a file.

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

**Error Message** %SSHMP-3-FREAD\_FAILED: Error reading file [chars]

**Explanation** An internal error has occurred. 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/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** %SSHMP-3-FREAD\_FAILED2: Error reading [chars] file. ([dec] out of [dec] bytes read)

**Explanation** An internal error has occurred. Non-volatile 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FREAD\_FAILED3: Error reading file. ([dec] out of [dec] bytes read)

**Explanation** An internal error has occurred. Non-volatile 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FREAD\_KEY\_FAILED: Error reading [chars] Key. File system may be corrupted

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

**Error Message** %SSHPM-1-FREE\_LIST\_ALLOCATED: Policy manager [chars] free list already allocated

**Explanation** An internal error has occurred. Attempting to allocate free list when 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FREE\_LIST\_DEPLETED: Failed to allocate from policy manager [chars] free list. List has been depleted

**Explanation** An internal error has occurred. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-FREE\_LIST\_INVALID: Policy manager [chars] free list is invalid

**Explanation** An internal error has occurred. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-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. Attempt to access 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FSEEK\_FAILED: Error reading file [chars]

**Explanation** An internal error has occurred. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



**Error Message** %SSHPM-3-FS\_READ\_CERT\_FAILED: Error reading [chars] certificate [chars]. File system may be corrupted

**Explanation** An internal error has occurred. Failed to read certificate from 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FS\_READ\_CERT\_HEADER\_FAILED: Unable to read block [dec] certificate header [dec] from flash

**Explanation** An internal error has occurred. Failed to read from flash. Non-volatile 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-FS\_READ\_KEY\_FAILED: Error reading key file [chars] - file system may be corrupted

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

**Error Message** %SSHPM-3-FS\_WRITE\_FAILED: Error encountered while saving [chars]

**Explanation** An internal error has occurred. Writing into non-volatile storage 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/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** %SSHMP-3-FTPDATA\_CONFIGURED: FTPDATA rule already configured

**Explanation** An internal error has occurred. Attempting to enable FTPDATA when 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/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** %SSHMP-4-GET\_CERT\_IDX\_FAILED: Cannot find table index for certificate [chars]

**Explanation** An internal error has occurred. Attempt 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/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** %SSHMP-3-GET\_LOCAL\_TIME\_FAILED: Cannot get system time for [chars] SSL certificate

**Explanation** An internal error has occurred. Error retrieving system time for 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-HTTP\_ADD\_BLOCK\_FAILED: Failed to add block to HTTP redirect config

**Explanation** An internal error has occurred while configuring 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-HTTP\_ADD\_RULE\_FAILED: Failed to add http-redir application gateway rule

**Explanation** An internal error has occurred while configuring 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-HTTP\_CONFIGURED: HTTP rule already configured

**Explanation** An internal error has occurred. Attempting to enable HTTP when 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-HTTP\_MODE\_GET\_FAILED: Failed to retrieve Web management allowability information

**Explanation** An internal error has occurred. Unable to retrieve 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-HTTP\_REDIRECT\_BODY\_FAILED: Unable to create HTTP redirection page body.

**Explanation** An internal error has occurred while configuring HTTP redirect application gateway.

**Recommended Action** Verify virtual interface configuration.

**Error Message** %SSHPM-3-HTTP\_REDIRECT\_CLAUSE\_ADD\_FAILED: Failed to add clause to HTTP redirect config

**Explanation** An internal error has occurred while configuring 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-HTTPS\_CONFIGURED: HTTPS rule already configured

**Explanation** An internal error has occurred. Attempting to enable HTTPS when 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-HTTPS\_MODE\_GET\_FAILED: Failed to retrieve Secure web management allowability information

**Explanation** An internal error has occurred. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-ID\_CERT\_TABLE\_FULL: Cannot find an empty row in ID certificate table - table may be corrupted

**Explanation** Cannot find an empty row in certificate table. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-ID\_CERT\_TABLE\_INVALID: Accessing identity certificate table before initialization

**Explanation** An internal error has occurred. Error encountered while accessing 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-IDX\_FILE\_CORRUPTED: Credential index file may be corrupted

**Explanation** An internal error has occurred. Error encountered while adding 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/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** %SSHMP-3-IDX\_LST\_CREATION\_FAILED: Policy rule table cannot be created

**Explanation** An internal error has prevented SSHMP 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/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** %SSHMP-3-IKE\_SA\_EXPORT\_FAILED: Cannot export IKE SA for peer [chars] (status: [dec])

**Explanation** An internal error has prevent 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/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** %SSHMP-3-IMPORTED\_SESSION\_DELETE\_FAILED: Failed to delete imported SA for mobile [int].[int].[int].[int]

**Explanation** An internal error has occurred. Failed to delete imported SA 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/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** %SSHMP-3-IMPORT\_ID\_CERT\_FAILED: Unable to open certificate file to save the generated key

**Explanation** An internal error has occurred. Failed to open file to save 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-INVALID\_CID: Function was called with an invalid credential ID

**Explanation** An internal error has occurred. Function call with 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Error Message** %SSHPM-3-INVALID\_IPSEC\_PSK: Invalid PSK - not applying IPSEC rule for peer [chars]

**Explanation** Configuration aborted because 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/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** %SSHMP-3-INVALID\_NUM\_ELEM\_FOR\_LIST: Invalid element count requested for [chars] free list

**Explanation** An internal error has occurred. Function called with 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/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** %SSHMP-3-INVALID\_PEER\_IP: An attempt to register peer failed because peer address [chars] is not valid

**Explanation** An internal error has occurred. Function called with 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/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** %SSHMP-3-INVALID\_PROTO: Function called with invalid protocol [dec]

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



**Error Message** %SSHPM-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. Function called with 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-INVALID\_TFTP\_SERVER\_IP: Invalid TFTP server address [chars]

**Explanation** TFTP configuration was aborted because 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** Error configuring UDP broadcast rule. Both 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-IN\_WCP\_CONFIGURED: Inbound WCP rule already configured

**Explanation** An internal error has occurred. Attempting to enable WCP when 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/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** %SSHMP-1-IP\_PARSE\_FAILED: Failed to parse IP address [chars] for http redirect

**Explanation** Failed to configure HTTP redirect application gateway.

**Recommended Action** Verify configuration to ensure IP address is entered correctly.

**Error Message** %SSHMP-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. Failed to create 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/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** %SSHMP-3-KEY\_BUF\_TOO\_SMALL: Private key buffer too small to hold private read file [chars]. ([dec] < [dec])

**Explanation** An internal error has occurred. Error encountered while reading 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/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** %SSHMP-3-KEYED\_PEM\_DECODE\_FAILED: Cannot PEM decode [chars]

**Explanation** Private key structure failed to parse correctly.

**Recommended Action** Check your configuration and re-install certificate.

**Error Message** %SSHMP-3-KEY\_READ\_FAILED: Cannot read key file [chars]

**Explanation** An internal error has occurred. Error encountered while reading 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-KEY\_TYPE\_NOT\_SUPPORTED: Unsupported key format. Only RSA keys are supported

**Explanation** Error handing AP certificate because it does not use 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-L2TP\_ADD\_FAILED: Error adding L2TP tunnel

**Explanation** An internal error has prevented an L2TP tunnel 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-L2TP\_ADD\_SESSION\_FAILED: Unable to insert an L2TP session to SSHPM LNS table

**Explanation** Cannot insert a session to 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/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** %SSHMP-3-L2TP\_LINK\_UPDATE\_FAILED: Cannot update PEM state for L2TP session [chars], reason [chars]

**Explanation** An internal error has occurred. Cannot update PEM state for 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/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** %SSHMP-3-L2TP\_OPEN\_FAILED: L2TP Error. Session [chars] failed to open

**Explanation** An internal error has occurred. 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/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** %SSHMP-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/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** %SSHMP-3-L2TP\_SESSION\_EXISTS: Session already exists in LNS table

**Explanation** Another session exists in 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-L2TP\_SESSION\_TERMINATED: L2TP session open terminated for [chars]

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

**Error Message** %SSHPM-3-L2TP\_STALE\_SESSION: L2TP Error. Stale session information found

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

**Error Message** %SSHPM-1-L2TP\_XAUTH\_NO\_SUPPORTED: L2TP with XAUTH is not allowed

**Explanation** L2TP can not be configured because L2TP with XAUTH is not allowed.

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

**Error Message** %SSHPM-3-LOCK\_CERT\_TABLE\_FAILED: Unable to lock CA certificate table

**Explanation** An internal error has occurred. Error encountered while verifying 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-MAC\_LOOKUP\_FAILED: Unable to find mac address [int].[int].[int].[int]

**Explanation** An internal error has occurred. Failed to look up 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-MALLOC\_FAILED: [chars]: unable to allocate memory

**Explanation** Failed to allocate memory. System resource is low.

**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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-MALLOC\_FOR\_CERT\_FAILED: Unable to allocate memory for [chars] certificate

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

**Error Message** %SSHPM-3-MALLOC\_FOR\_KEY\_FAILED: Unable to allocate memory for [chars] key

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

**Error Message** %SSHPM-6-MANUF\_CERT\_INFO: Found Manufacturing-installed device certificates

**Explanation** 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 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/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** %SSHMP-3-MD\_FAILED: Failed to create certificate directory

**Explanation** An internal error has occurred. Failed to create directory on non-volatile 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/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** %SSHMP-3-MM\_POLICY\_ADDITION\_FAILED: Error setting up inter-switch IPsec policy

**Explanation** An internal error has occurred while adding 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/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** %SSHMP-2-MNM\_ADD\_FAILED: Failed to add inter-switch IPsec policy

**Explanation** An internal error has occurred. Unable to add inter-switch IPsec policy.

**Recommended Action** No action is required.

**Error Message** %SSHMP-3-MSG\_LST\_CREATION\_FAILED: Policy manager message queue create failed

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



**Error Message** %SSHPM-3-MSG\_Q\_CREATION\_FAILED: Policy manager failed to allocate message queue

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

**Error Message** %SSHPM-3-MSG\_RX\_FAILED: Failed to receive message from [chars]

**Explanation** An internal error has occurred. Error reading from 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-MSG\_SEND\_FAILED: Unable to Queue Message

**Explanation** An internal error has occurred. Unable to send 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-MSGTAG829: ERROR: Could not add inbound TRACE ROUTE rule (ssh\_pm\_rule\_add failed).

**Explanation** ERROR: Could not add 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-MSGTAG830: ERROR: Could not create inbound TRACE ROUTE rule (ssh\_pm\_rule\_create failed).

**Explanation** ERROR: Could not create 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-2-NETIF\_CFG\_FAILED: Unable to create [chars] interface

**Explanation** An internal error has occurred. Failed to configure 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-6-NO\_3RD\_PARTY\_CERT\_INFO: No 3rd party certificate configuration found

**Explanation** No 3rd party certificate configuration found.

**Recommended Action** No action is required.

**Error Message** %SSHPM-4-NO\_BUILD\_CERT\_INFO: Unable to locate firmware build certificate

**Explanation** Build certificate not found. Assuming upgrade.

**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** Failed to decrypt private key.

**Recommended Action** Check your configuration and re-install certificate.

**Error Message** %SSHPM-3-NO\_LOCAL\_IKE\_SERVER: No IKE server found for local IP [chars]

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

**Error Message** %SSHPM-3-NO\_PEER\_SSHPM: No SSHPM server found for peer [chars]

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

**Error Message** %SSHPM-3-NO\_ROOM\_FOR\_CERT: Insufficient memory allocated to hold [chars] certificate

**Explanation** An internal error has occurred. Error encountered while accessing 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-NO\_ROOM\_FOR\_CERT2: Insufficient memory allocated to hold [chars] certificate. ([dec] < [dec])

**Explanation** An internal error has occurred. Error encountered while accessing 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-4-NO\_RULE\_IDX: No matching rule index for rule [int]

**Explanation** An internal error has occurred. An attempt was made to delete 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-NO\_VIRT\_IP: Virtual interface address is not configured

**Explanation** Error getting virtual interface address

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

**Error Message** %SSHPM-2-NPU\_VIRT\_IP\_SET\_FAILED: Failed to set virtual IP addr in NPU

**Explanation** An internal error has occurred. Failed to set virtual IP addr 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Error Message** %SSHPM-3-OUT\_WCP\_CONFIGURED: Outbound WCP rule already configured

**Explanation** An internal error has occurred. Attempting to enable WCP when 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/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** %SSHMP-3-PEM\_DECODE\_FAILED: Cannot PEM decode [chars] [chars]

**Explanation** Certificate addition 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/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** %SSHMP-3-PEM\_ENCODE\_FAILED: Cannot encode certificate [chars] in PEM format

**Explanation** An internal error has occurred. Error encoding 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/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** %SSHMP-3-PIPE\_CREATION\_FAILED: Policy manager failed to create pipe

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

**Error Message** %SSHPM-3-PKCS1\_DECODE\_PRIVATE\_KEY\_FAILED: Error importing private key for use by [chars] server - PKCS1 decode error

**Explanation** An internal error has occurred. Error encountered while reading 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PKCS1\_DEC\_PRIV\_KEY\_FAILED2: Error importing private key. PKCS1 decode error

**Explanation** An internal error has occurred. Error encountered while reading 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PKCS1\_ENCODE\_PRIVATE\_KEY\_FAILED: Error exporting private key for use by [chars] server - PKCS1 encode error

**Explanation** An internal error has occurred. Error encountered while adding 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PKCS1\_ENCODE\_PRIV\_KEY\_FAILED2: Error exporting private key [chars] - PKCS1 encode error

**Explanation** An internal error has occurred. Error encountered while encoding 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-PKEY\_DECODE\_FAILED: Cannot decrypt private key

**Explanation** Failed to decode private key.

**Recommended Action** Check configuration and re-install certificate.

**Error Message** %SSHPM-3-POLICY\_ALLOCATE\_FAILED: Failed to allocate policy rule

**Explanation** An internal error has occurred. Failed to allocate 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-POLICY\_HASH\_ADD\_FAILED: Failed to add policy rule to hash table

**Explanation** An internal error has occurred. Failed to add policy rule to hash table.

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

**Error Message** %SSHPM-2-POLICY\_INIT\_FAILED: Unable to complete policy initialization

**Explanation** An internal error has prevented the main policy manager from initializing the child manager.

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



**Error Message** %SSHPM-3-PRIVATE\_KEY\_GEN\_FAILED: Cannot generate private key for [chars] SSL certificate

**Explanation** An internal error has occurred. Error generating private key for 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PUB\_KEY\_EXTRACT\_FAILED: Failed to extract public key from AP certificate

**Explanation** An internal error has occurred. Cannot extract public key from 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-PUB\_KEY\_MALLOC\_FAILED: Failed to allocate memory for public key hash

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

**Error Message** %SSHPM-3-RADIUS\_CLT\_CREATION\_FAILED: Failed to create RADIUS client

**Explanation** An internal error has occurred while creating 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/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** %SSHMP-3-RADIUS\_SRV\_ADD\_FAILED: Error adding RADIUS server to policy manager

**Explanation** An internal error has occurred. Failed to add RADIUS servers to 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/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** %SSHMP-3-RADIUS\_SRV\_CREATION\_FAILED: Error creating RADIUS server info

**Explanation** An internal error has occurred while creating RADIUS server info.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHMP-3-RADIUS\_SRV\_INFO\_ADD\_FAILED: Error adding RADIUS server info

**Explanation** An internal error has occurred. Failed to add RADIUS server info.

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

**Error Message** %SSHPM-2-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-RANDOM\_CID\_FAILED: Failed to construct CID for [chars]. Unable to get a random number

**Explanation** An internal error has occurred. Error encountered while adding 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Error Message** %SSHPM-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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at

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

**Error Message** %SSHPM-3-REGISTRY\_ADD\_FAILED: Cannot add registry entry for peer [chars]

**Explanation** An internal error has occurred. Failed to add 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-REGISTRY\_DELETE\_FAILED: Failed to delete registry entry for [chars] (status: [dec])

**Explanation** An internal error has occurred. Failed to delete 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-REGISTRY\_GET\_FAILED: Cannot get registry entry for peer [chars]

**Explanation** An internal error has occurred. Failed to retrieve 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-REGISTRY\_MEM\_ALLOC\_FAILED: Unable to allocate memory for policy manager registry

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

**Error Message** %SSHPM-3-REQ\_SAVE\_FAILED: Unable to open certificate request file to save certificate request

**Explanation** An internal error has occurred. Failed to open file to save 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-RM\_AGGR\_GRP\_FAILED: Failed to remove aggr-mode group

**Explanation** An internal error has occurred while removing 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-RM\_AGGRPSK\_FAILED: Failed to remove aggressive mode PSK

**Explanation** An internal error has occurred while removing 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-RM\_GRP\_FAILED: Failed to remove group. Handle is NULL

**Explanation** An internal error has occurred while removing 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-RULE\_ADDITION\_FAILED: Error adding [chars] rule to policy manager

**Explanation** An internal error has prevented the indicated policy rules from being added to the policy manager.

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

**Error Message** %SSHPM-3-RULE\_ADDITION\_FAILED2: Error adding [chars] rule to policy manager for peer [int].[int].[int].[int]

**Explanation** An internal error has prevented the indicated policy rules from being added to the policy manager.

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

**Error Message** %SSHPM-3-RULE\_CREATION\_FAILED: [chars] rule creation failed for peer [int].[int].[int].[int]

**Explanation** An internal error has prevented the indicated policy rules from being created.

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

**Error Message** %SSHPM-3-RULE\_CREATION\_FAILED2: [chars] rule creation failed for peer [chars]

**Explanation** An internal error has prevented the indicated policy rules from being created.

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

**Error Message** %SSHPM-4-RULELIST\_EXISTS: [chars] rule already exists

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

**Error Message** %SSHPM-3-RULE\_MEM\_ALLOC\_FAILED: Unable to allocate memory for policy manager rule

**Explanation** Failed to allocate memory. 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/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** %SSHMP-3-RULE\_REG\_INIT\_FAILED: Error encountered while initializing policy manager registry

**Explanation** An internal error has prevented SSHMP 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/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** %SSHMP-3-RULE\_SET\_IP\_FAILED: Error setting IP address [int].[int].[int].[int] for [chars] rule

**Explanation** An internal error has occurred. Failed to set IP address for 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/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** %SSHMP-3-SA\_CTX\_LST\_CREATION\_FAILED: Policy manager security association context table cannot be created

**Explanation** An internal error has prevented SSHMP 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



**Error Message** %SSHPM-2-SEMA\_CREATION\_FAILED: Cannot create semaphore [chars]

**Explanation** An internal error has occurred while creating a semaphore. The controller may have 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-2-SEMA\_GIVE\_FAILED: Cannot give semaphore [chars]

**Explanation** A function failed to give a semaphore. The controller may have 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-2-SEMA\_TAKE\_FAILED: Cannot take semaphore [chars]

**Explanation** A function failed to take a semaphore. The controller may have 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

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

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

**Error Message** %SSHPM-6-SET\_APPGW: Setting up application gateway [chars] on port [int]

**Explanation** This is an application gateway set up informational message.

**Recommended Action** No action is required.

**Error Message** %SSHPM-3-SET\_APPGW\_CFG\_FAILED: Failed to add [chars] application gateway redirect config

**Explanation** An internal error has occurred while configuring 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-SET\_APPGW\_FAILED: Error encountered while setting up application gateway [chars]

**Explanation** An internal error has prevented an application gateway service from being setup.

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

**Error Message** %SSHPM-3-SET\_CERT\_FROM\_TIME\_FAILED: Failed to set certificate 'validity not before' string to '[chars]'

**Explanation** An internal error has occurred. Failed to set 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-SET\_CERT\_UNTIL\_TIME\_FAILED: Failed to set certificate 'validity not after' string to '[chars]'

**Explanation** An internal error has occurred. Failed to set 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/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** %SSHMP-3-SKB\_GET\_INFO\_FAILED: Failed to extract information from key

**Explanation** Error encountered while decoding 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/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** %SSHMP-3-SSC\_INVALID: Invalid self-signed Cisco AP certificate

**Explanation** AP 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/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** %SSHMP-6-SSC\_NOT\_SUPPORTEDED\_INFO: Controller not configured to accept self-signed AP certificate

**Explanation** Controller not configured to accept self-signed AP certificate.

**Recommended Action** No action is required.

**Error Message** %SSHMP-4-SSH\_ALERT: [chars] [chars]

**Explanation** The indicated alert message was received from SSH library.

**Recommended Action** No action is required.

**Error Message** %SSHMP-3-SSH\_CONFIGURED: SSH rule already configured

**Explanation** An internal error has occurred. Attempting to enable SSH when 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/tac>. With some messages, these tools and utilities will supply clarifying

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

**Error Message** %SSHPM-3-SSH\_EMERG: [chars] [chars]

**Explanation** The indicated emergency message was received from 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-SSH\_ERROR: [chars] [chars]

**Explanation** The indicated error message was received from 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-6-SSH\_LOG\_MSG: [chars] [chars]

**Explanation** The indicated informational message was received from SSH library.

**Recommended Action** No action is required.

**Error Message** %SSHPM-4-SSH\_WARNING: [chars] [chars]

**Explanation** The indicated warning message was received from SSH library.

**Recommended Action** No action is required.

**Error Message** %SSHMP-3-SSL\_CERT\_MALLOC\_FAILED: Cannot allocate memory for [chars] SSL certificate

**Explanation** An internal error has occurred. Failed to allocate memory for 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/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** %SSHMP-3-SSL\_KEY\_MALLOC\_FAILED: Cannot allocate memory for [chars] SSL key

**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/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** %SSHMP-3-STAT\_CERT\_FAILED: Certificate file [chars] is missing

**Explanation** An internal error has occurred. Error encounter while reading 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/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** %SSHMP-3-STAT\_KEY\_FAILED: Private key file [chars] is missing

**Explanation** An internal error has occurred. Error encountered while reading 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %SSHPM-3-SYS\_TIME\_ERROR: Error getting system time for certificate validation

**Explanation** An internal error has occurred. Cannot get system time for 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Error Message** %SSHPM-3-TASK\_PRI\_SET\_FAILED: Error encountered while increasing policy manager task priority

**Explanation** An internal error has prevented task priority 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. Attempting to enable telnet access when 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/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** %SSHMP-3-TELNET\_MODE\_GET\_FAILED: Failed to retrieve telnet allowability information

**Explanation** An internal error has occurred. Unable to retrieve 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/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** %SSHMP-3-TELNET\_OVER\_OOB\_CONFIGURED: Telnet over OOB rule already configured

**Explanation** An internal error has occurred. Attempting to enable telnet over OOB port when 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/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** %SSHMP-3-TELNET\_OVER\_SERVICE\_PORT\_CONFIGURED: Telnet over service port rule already configured

**Explanation** An internal error has occurred. Attempting to enable telnet over service port when 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.



**Error Message** %SSHPM-3-TIMER\_CREATION\_FAILED: Failed to create [chars] timer

**Explanation** An internal error has occurred. Timer creation failed. Controller may have 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

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

**Error Message** %SSHPM-3-TUNNEL\_CREATION\_FAILED: Error creating tunnel for [chars]

**Explanation** An internal error has occurred. Tunnel creation failed.

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

**Error Message** %SSHPM-3-TUNNEL\_SET\_CERT\_FAILED: Failed to add CA certificate to tunnel for peer [chars]

**Explanation** An internal error has occurred. Failed to add CA certificate to 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/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** %SSHMP-3-TUNNEL\_SET\_LOCAL\_IP\_FAILED: Error setting tunnel local IP for RADIUS server [chars]:[dec]

**Explanation** An internal error has occurred. Error setting tunnel local IP for 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/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** %SSHMP-3-UNAUTHORIZED\_CERT\_SUBJECT: Unauthorized subject name found in AP certificate

**Explanation** 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/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** %SSHMP-3-UNKNOWN\_CA\_TYPE: Unrecognized system CA certificate type [dec]

**Explanation** System failed to add CA certificate into certificate table because certificate type 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-UNKNOWN\_CERT\_ISSUER: Invalid AP certificate. Issuer unknown

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

**Error Message** %SSHPM-1-UNKNOWN\_CREDENTIAL\_STATUS: Unrecognized credential status ([dec])

**Explanation** An internal error has occurred. Attempted to save credential information with 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-UNKNOWN\_CREDENTIAL\_TYPE: Unrecognized credential type ([dec])

**Explanation** An internal error has occurred. A function 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-UNKNOWN\_WLAN\_IP: WLAN IP address is not known - deferring WLAN policy initialization

**Explanation** Deferring WLAN setup because WLAN IP address is not known.

**Recommended Action** Verify configuration to ensure that IP address is entered correctly.

**Error Message** %SSHMP-4-UNLINK\_FAILED: Cannot delete file [chars]

**Explanation** An internal error has occurred. File deletion failed

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

**Error Message** %SSHMP-3-UNSUPPORTED\_MSG\_TYPE: Unsupported policy manager message received (msg type = [dec])

**Explanation** An internal error has occurred. A message received with unsupported type.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %SSHMP-2-VIRT\_IF\_CREATION\_FAILED: Unable to create virtual interface

**Explanation** An internal error has prevented virtual interface be created using saved configuration.

**Recommended Action** Verify configuration is correct.

**Error Message** %SSHMP-3-VIRT\_IP\_SET\_FAILED: Unable to set virtual interface address

**Explanation** An internal error has prevented virtual interface be configured using saved configuration.

**Recommended Action** Verify configuration is correct.

**Error Message** %SSHMP-3-VIRT\_NAME\_SET\_FAILED: Unable to set virtual interface name

**Explanation** An internal error has prevented virtual interface be configured using saved configuration.

**Recommended Action** Verify configuration is correct.

**Error Message** %SSHPM-4-WARNING\_CB: Policy manager warning callback: [chars]

**Explanation** A policy manager warning callback message was 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. Error encountered while adding 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-X509\_CERT\_ALLOCATE\_FAILED2: Error allocating x509 structure

**Explanation** An internal error has occurred. Error encountered while adding 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %SSHPM-3-X509\_CERT\_DECODE\_FAILED: X509 decode failed for [chars]. code [dec]

**Explanation** An internal error has occurred. Error encountered while adding 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/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** %SSHMPM-3-X509\_CERT\_ENCODE\_FAILED: X509 encode failed for [chars]

**Explanation** An internal error has occurred. Error encountered while encoding 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/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** %SSHMPM-3-X509\_ENCODE\_KEY\_FAILED: Cannot export private key for file [chars]. Status [dec]

**Explanation** An internal error has occurred. Cannot export private key to correct format for saving.

**Recommended Action** Copy the message exactly as it appears on the 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** %SSHMPM-3-X509\_KEY\_DECODE\_FAILED: X509 private key decode failed for certificate [chars]

**Explanation** An internal error has occurred. Private key import failed.

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

## SYSNET Messages

This section contains sysnet subsystem (SYSNET) messages.

**Error Message** %SYSNET-4-INV\_ENCAP\_TYPE: Unrecognized Encapsulation type [dec].

**Explanation** Unrecognized Encapsulation type. Possibly due to bad config.

**Recommended Action** Copy the message exactly as it appears on the 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** %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** Invalid exit port - could not resolve 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/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** %SYSNET-3-INV\_IF: Circuit Error - vlan id & intfNum = 0.

**Explanation** Circuit Error - Both vlan id & intfNum 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/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** %SYSNET-3-INV\_NOTIFY\_TYPE: Unknown Entry Type [dec].

**Explanation** 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/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** %SYSNET-3-INV\_REGISTRATION\_FN: Invalid Registration Function passed as an argument for PDU notifications.

**Explanation** Invalid Registration Function Passed as an argument. Internal Programming 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/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** %SYSNET-3-MAC\_ADDR\_NOT\_FOUND: MAC address for the interface [dec] not found.

**Explanation** MAC address for the specified interface on the Controller 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/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** %SYSNET-3-MAX\_REGISTRATION: Maximum number of notification registrations exceeded. Allowed [dec], Current [dec]. Registration Failed for [dec].

**Explanation** Registration Failed as the maximum number of notification registration 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/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** %SYSNET-3-MBUFF\_ALLOC\_FAIL: Out of System buffers.

**Explanation** Out of System buffers.

**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/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** %SYSNET-4-NOTIFY\_FN\_EXISTS: Registration for Type [chars] already exists.

**Explanation** 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/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.

## SYSTEM Messages

This section contains system (SYSTEM) messages.

**Error Message** %SYSTEM-3-BULK\_STORAGE\_CONF: Failed to configure a bulk data storage media.

**Explanation** Failed to configure a 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/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** %SYSTEM-3-CFG\_ENC\_FAIL: Invalid configuration file encryption key/iv len ([int])/[int])

**Explanation** 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/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** %SYSTEM-3-CONFIG\_ADD\_FAIL: Failed to add all the configuration files to a contiguous buffer. Internal system error

**Explanation** Failed to add all the configuration files to a contiguous buffer. 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/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** %SYSTEM-3-DEC\_UPDATE\_FAIL: Decrypt Update failed.rc = [dec]

**Explanation** Decrypt Update failed

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

**Error Message** %SYSTEM-6-DFLT\_CONF\_BUILD: Creating default configuration for '[chars]'.

**Explanation** Creating default configuration.

**Recommended Action** No action is required.

**Error Message** %SYSTEM-3-ENC\_GET\_FAIL: No encryption key configured

**Explanation** No encryption key configured

**Explanation** Copy the message exactly as it appears on the 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** %SYSTEM-3-ENC\_UPDATE\_FAIL: Encrypt Update failed. rc =[dec]

**Explanation** Encrypt Update failed

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

**Error Message** %SYSTEM-3-FILE\_NO\_SPACE: Not enough space left for file.Space left [int]. File size [int]. File name: [chars]

**Explanation** Not enough space left for file.

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

**Error Message** %SYSTEM-3-FILE\_OPEN\_FAIL: Failed to open file [chars]..

**Explanation** Failed to open a file

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

**Error Message** %SYSTEM-3-FILE\_READ\_FAIL: Failed to read configuration file '[chars]'

**Explanation** 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/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** %SYSTEM-3-FILE\_READ\_NOCLOSE\_FAIL: Failed to read a file. The file may not be opened. File name: [chars]. rc = [dec]

**Explanation** 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/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** %SYSTEM-3-FILE\_WRITE\_FAIL: Failed to write to a configuration file. File Name: [chars]

**Explanation** 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/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** %SYSTEM-3-FLASH\_CHK\_FAIL: File '[chars]' read with invalid checksum ([hex]), should be ([hex]).Flash file system may be corrupt.

**Explanation** Flash Read Error.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/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** %SYSTEM-3-FLASH\_CRC\_FAIL: File read with invalid CRC ([hex]), should be ([hex])Flash file system may be corrupt

**Explanation** File read with invalid CRC. 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/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** %SYSTEM-3-INVALID\_BUF\_LEN: Invalid buffer length [int]. Internal system error.

**Explanation** Invalid buffer length. 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/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** %SYSTEM-6-INVALID\_CONF\_RMV: Removing invalid configuration file '[chars]'.

**Explanation** Removing invalid configuration file.

**Recommended Action** No action is required.

**Error Message** %SYSTEM-3-INVALID\_CONF\_VER: Invalid configuration file version [int]

**Explanation** 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/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** %SYSTEM-3-INVALID\_FILE\_COUNT: Invalid file count [dec] or count exceeded maximum file entries allowed.

**Explanation** Invalid file count or count exceeded maximum file entries 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/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** %SYSTEM-3-INVALID\_HMAC: Failed to verify HMAC. Internal system error.

**Explanation** Failed to verify HMAC. 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/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** %SYSTEM-3-INVALID\_MBUFF: Mbuf Index contains NULL tail = [address], head = [address], free = [dec]. Shared memory allocation error.

**Explanation** 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/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** %SYSTEM-3-INV\_BYT\_CNT: Size check failed for a system buffer. Internal system error

**Explanation** Size check failed for a system buffer. 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/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** %SYSTEM-3-INV\_CIPHER\_LEN: Invalid cipher text length [int] (should be [int]). Internal system error.

**Explanation** Invalid cipher text length. 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/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** %SYSTEM-3-INV\_SW\_VER\_FORMAT: Invalid software version format.

**Explanation** Invalid software version format. Needs to be of format 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/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** %SYSTEM-3-MBUF\_ALLOC\_FAIL: Cannot allocate new Mbuf. Internal system error.

**Explanation** Cannot allocate new Mbuf. 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/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** %SYSTEM-6-MBUF\_ALREADY\_FREE: Mbuf already free. mbuf = [address], tail = [address], head = [address], i = [dec], free = [dec]

**Explanation** Mbuf 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 available. Shared memory allocation failed. Internal system error.

**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/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** %SYSTEM-3-MBUFF\_BUSY: Mbuf index contains Busy tail = [address], head = [address], mbuf = [address], free = [dec]. Shared memory resource busy. Internal system error.

**Explanation** Trying to allocate a Mbuf that is already in use. Not allocating buffer. 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/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** %SYSTEM-3-MBUFF\_FATAL\_ERR: Shared memory resource corrupted. Internal system error. Mbuff free: [dec]. Max Mbuff: [dec].

**Explanation** Shared memory resource corrupted. 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/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** %SYSTEM-3-MBUFF\_LOCK\_FAIL: Failed to lock on shared memory resource. Internal system error.

**Explanation** Failed to lock on shared memory resource. 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/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** %SYSTEM-3-MBUF\_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** Shared resource allocation failure. 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/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** %SYSTEM-3-MBUF\_FREE\_TWICE: Mbuf freed twice, prev Line [dec], curr Line [dec]. Internal system error.

**Explanation** Mbuf freed twice. 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/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** %SYSTEM-3-MBUF\_RANGE\_FAIL: Out of range Mbuf. Upper Limit = [hex], Lower Limit = [hex], mbuf = [address]. Internal system error

**Explanation** Shared memory resource out of range. 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/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** %SYSTEM-6-MBUFS\_FREE: MbufsFree=[int], Active mbuf table, Dumping Mbuff Status

**Explanation** Dumping Mbuff Status

**Recommended Action** No action is required.

**Error Message** %SYSTEM-3-MEM\_ALLOC\_FAIL: Failed to allocate memory.

**Explanation** 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/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** %SYSTEM-3-MSG\_SND\_FAIL: Failed to send a message to the Print task. Unable to Print data.

**Explanation** Failed to send a message to the Print task. 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/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** %SYSTEM-3-NO\_CIPHER: No cipher text

**Explanation** No cipher text

**Explanation** Copy the message exactly as it appears on the 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** %SYSTEM-3-NOTIFY\_SAVE\_FAIL: Failed to save data for a Non-volatile component. Registrar ID: [dec].

**Explanation** Failed to save a data for a Non-volatile 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/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** %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/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** %SYSTEM-3-PASSWD\_STORE\_INTEGRITY\_FAILED: Cannot retrieve secret from store -- integrity check failed.

**Explanation** The system failed an integrity check. The secret might have been compromised.

**Recommended Action** Reconfigure the secret for security reasons.

**Error Message** %SYSTEM-3-PASSWD\_STORE\_OUT\_BUF\_TOO\_SMALL: Output buffer too small to hold retrieved secret [int] bytes are required, but [int] provided.

**Explanation** There was an error retrieving 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/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** %SYSTEM-3-PASSWD\_STORE\_REG\_FAILED: Invalide registrar ID [dec].

**Explanation** The component could not be registered for password store transcoding.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %SYSTEM-3-PASSWD\_STORE\_STORAGE\_NOT\_INITIALIZED: Store failed because storage not initialized.

**Explanation** Error performing 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/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** %SYSTEM-3-PASSWD\_STORE\_STORAGE\_TYPE\_UNKNOWN: Unknown storage type [hex].

**Explanation** There was an error 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/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** %SYSTEM-3-PASSWD\_STORE\_TRANSCODE\_FAILED: Error encountered while transcoding secret(s) in component ID [dec].

**Explanation** The secret in the specified component could not be transcoded.

**Recommended Action** Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at <http://www.cisco.com/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** %SYSTEM-3-PRINT\_NOT\_READY: Print Task Not Ready. Unable to print data.

**Explanation** Print Task Not Ready. 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/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** %SYSTEM-0-QUEUE\_CREATE\_FAIL: Failed to create a queue. Queue Name: '[chars]'

**Explanation** 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/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** %SYSTEM-3-REGID\_FAIL: Registrar ID [dec] already in use. Possible memory corruption or trying to register the component twice

**Explanation** Registrar ID already in use. Possible memory corruption or 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/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** %SYSTEM-3-REG\_MAX\_FAIL: Maximum number of registrations exceeded. Registrar ID:[dec] could not be registered.

**Explanation** Maximum number of registrations 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/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** %SYSTEM-3-RESTORE\_DFL\_CONF\_FAIL: Unable to restore default configuration.Registrar ID [dec].

**Explanation** Unable to restore 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/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** %SYSTEM-3-SYSAPI\_ERR: System Error : [chars]

**Explanation** System error 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/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** %SYSTEM-3-VER\_LEN\_FAIL: Build version length verification failed.

**Explanation** Build version length verification failed.

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

**Error Message** %SYSTEM-3-VOL\_SIZE\_FAIL: Failed to get size of volume. File: [chars]

**Explanation** Failed to get size of 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/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** %SYSTEM-3-VOL\_WRITE\_FAIL: Failed to write configuration file into flash. File Name: [chars].

**Explanation** Failed to write configuration file into 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/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** %SYSTEM-3-SYSAPI\_ERR: System Error : [chars]

**Explanation** System error 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/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.



# 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** Error 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/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** %TFTP-3-FILE\_READ\_FAIL: Error while reading the local file. File Desc:  
[dec]

**Explanation** Error 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/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** %TFTP-3-FILE\_SND\_FAIL: Error while sending the file. File name:  
[chars]

**Explanation** Error 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/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** %TFTP-4-FILE\_TOO\_BIG: FILE is too big. MAX allowed size for this file type is [dec]blocks ([dec] bytes).

**Explanation** 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** Error while writing to a file. Tftp 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/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** %TFTP-4-INV\_ACK\_NUM: Invalid Ack received. The Ack number doesn't match the request. Send block #[dec], got ACK for #[dec].

**Explanation** Invalid Ack received. The Ack number doesn't 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/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** %TFTP-3-INV\_COMMAND: Invalid tftp command: '[chars]'.

**Explanation** 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/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** %TFTP-3-INV\_OPCODE: Invalid opcode being used by tftp server or data is corrupt. Opcode: [dec]

**Explanation** Invalid opcode being used by tftp server or data is corrupt.

**Explanation** Copy the message exactly as it appears on the 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** %TFTP-3-INV\_STR\_TRM: Error while reading internal buffer!. Invalid string termination.

**Explanation** Error while reading internal buffer!. Invalid string termination.

**Recommended Action** Copy the message exactly as it appears on the 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** %TFTP-4-INV\_TFTP\_MODE: Invalid tftp mode: '[chars]'. Possible modes are 'binary', 'octet' and 'ascii'

**Explanation** Invalid tftp mode. 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** Failed to receive a message through the tftp socket. 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** Failed to bind the socket for tftp. Tftp initialization failed.

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

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

**Error Message** %TFTP-3-SOCKET\_CREATE\_FAIL: Failed to create socket for tftp. Tftp initialization failed

**Explanation** Failed to create socket for tftp. Tftp initialization failed

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

**Error Message** %TFTP-3-SOCK\_OPT\_FAIL: Failed to configure the socket for tftp. Tftp initialization failed.

**Explanation** Failed to configure the socket for tftp. Tftp initialization failed.

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

**Error Message** %TFTP-3-SOCK\_RCV\_FAIL: Failed to receive a message through the tftp socket. Check network connection and route. Port: [int]

**Explanation** Failed to receive a message through the tftp socket. Check network connection and 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/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** %TFTP-3-SOCK\_SND\_FAIL: Failed to send a message through the tftp socket. Tftp Failure.Dest Port: [int]

**Explanation** Failed to send a message through the tftp socket. Tftp 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/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** %TFTP-3-SOCK\_TIMEOUT: TFTP Timeout no reply from TFTP server.Check network connection and route to the serverTime out between each retry: [dec].

**Explanation** TFTP Timeout no reply from TFTP server.Check network connection and route to the 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/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** %TFTP-3-TFTP\_SVR\_ERR: TFTP Server Error: [dec]: "[chars]".

**Explanation** TFTP Server 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/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** %TFTP-3-WRITE\_NOCLOSE\_FAIL: Error while writing the local file: [chars]

**Explanation** Error while writing 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/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.

## TOOL Messages

This section contains tool subsystem (TOOL) messages.

**Error Message** %TOOL-3-FILECORUPT: Footer offset ([dec]) past end of file ([dec] bytes) in file [chars]

**Explanation** This error suggest that the concerned 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/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** %TOOL-3-FILEIMGSIGCORUPT: Error! Invalid image signature in file [chars]

**Explanation** This error suggest that the concerned 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/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** %TOOL-3-FILEMAP: Error: Unable to map file [chars] :errcode [chars].

**Explanation** 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/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** %TOOL-3-FILEOPEN: Error opening filename <[chars]>: [chars].

**Explanation** Failed to open a file.

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

**Error Message** %TOOL-3-FILEREADINGPAST: Error! Reading past end of file [chars]! current = [dec] bytes, size= [dec] bytes.

**Explanation** This error suggest that the concerned 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/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** %TOOL-3-FOOTERMISMATCH: Error! Footer mismatch from header! ([address] != [address]).

**Explanation** This error suggests a corrupt 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/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** %TOOL-3-INSTALLTLV: Error [dec] installing TLV.

**Explanation** This error suggests that trying to run a TLV has failed

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

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

**Error Message** %TOOL-3-SIGLENCORRUP: Error! signature length is corrupted!.

**Explanation** This error occurs when 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/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** %TOOL-3-SIGTYPCORRUP: Error! Invalid signature type: [hex].

**Explanation** This error occurs when 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/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** %TOOL-3-TLVACTIONERR: Error: Invalid TLV action code [dec].

**Explanation** This error suggests that an improper action was passed upon to \n perform on the TLV which does not exist as an 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/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.

## TRAPMGR Messages

This section contains trap manager (TRAPMGR) messages.



**Error Message** %TRAPMGR-3-CFG\_FILE\_WRITE\_FAILED: Error on call to osapiFsWrite routine on config file [chars].

**Explanation** Error writing to config 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** Failed registration for 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** Failed registration for DTL event port trap exit.

**Recommended Action** No action is required.

## UPDATE Messages

This section contains messages related to system updates (UPDATE).

**Error Message** %UPDATE-2-BINARY\_XML: [chars].

**Explanation** During binary to XML configuration conversion either cfg or xml directory creation or temporary file creation failed.

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

**Error Message** %UPDATE-3-CERT\_INST\_FAIL: Failed to install Webauth certificate. rc = [dec]

**Explanation** Failed to install 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %UPDATE-3-CP\_CMD\_FAIL: Error while copying webauth files to internal filesystem.

**Explanation** Error while copying webauth files to internal filesystem.

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

**Error Message** %UPDATE-3-EOF\_ERR: Error! Reading past end of file! current = [dec] bytes, size= [dec] bytes. File name: [chars]. Failed to install downloaded s/w.

**Explanation** Error! Reading past end of file!. Failed to install downloaded s/w.

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

**Error Message** %UPDATE-3-FILE\_OPEN\_FAIL: Filed to open file [chars].

**Explanation** Failed to open a file.

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

**Error Message** %UPDATE-3-FILE\_READ\_FAIL: Error reading certificate file <[chars]>: [chars].

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

**Error Message** %UPDATE-3-FILE\_REN\_FAIL: Unable to Rename file [chars] to [chars]: [chars].

**Explanation** Unable to Rename file.

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

**Error Message** %UPDATE-3-FILE\_WRITE\_FAIL: Unable to write to <[chars]>: [chars].

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

**Error Message** %UPDATE-3-FOTER\_MISMACH: Error! Footer mismatch from header! ([address] != [address]). Failed to install downloaded s/w.

**Explanation** Error! Footer mismatch from header!. Failed to install downloaded s/w.

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

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

**Error Message** %UPDATE-4-GET\_PRIORITY\_FAIL: Failed to get the priority of the process. Defaulting to 0.Process name: Execute Script

**Explanation** Failed to get the priority of the process. Defaulting to 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-3-IMAGE\_CORRUPT: Invalid data length [hex]. Image file is corrupted!.

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

**Error Message** %UPDATE-3-INCMLPT\_READ: Warning: Truncated read: Still [dec] bytes left to read.

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

**Error Message** %UPDATE-3-INCMPLT\_WRITE: Warning: Truncated write. Error writing chunk size [dec], len left = [dec], total len = [dec].

**Explanation** Warning: Truncated write. Error while writing to file.

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

**Error Message** %UPDATE-3-INIT\_TLV\_FAIL: Error [dec] installing Temporal Logic Verifier (TLV). Failed to install downloaded s/w.

**Explanation** Error installing Temporal Logic Verifier (TLV). Failed to install downloaded s/w.

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

**Error Message** %UPDATE-4-INV\_EXT: Warning: Unknown File Type, extension: [chars].

**Explanation** Warning: 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** Error! Invalid image signature!. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-3-INV\_FOOTER\_OFF: Footer offset ([dec]) past end of file ([dec] bytes). Sanity check failed on downloaded file.

**Explanation** Footer offset past end of file. Sanity check failed on 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-3-INV\_SIGN: Invalid signature type: [hex]. Image file may be corrupted.

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

**Error Message** %UPDATE-3-INV\_TLV: Unknown Temporal Logic Verifier (TLV) code [dec] - ignored.

**Explanation** Unknown Temporal Logic Verifier (TLV) code - 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-3-LICENSE\_LOAD\_FAIL: Failed to load license file [chars]. rc = [dec].

**Explanation** Failed to load 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the

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

**Error Message** %UPDATE-3-MEM\_MAP\_FAIL: Unable to map to a shared file. File name: [chars]. [chars].

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

**Error Message** %UPDATE-3-RAMDISK\_5MB\_FAIL: Error while loading webauth bundle. Could not create ramdisk of 5 MB. File name: [chars]

**Explanation** Error while loading webauth bundle. Could not create ramdisk 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-3-RATE\_DISABLE\_FAIL: Failed to disable rate limiter in the NPU

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

**Error Message** %UPDATE-3-RATE\_ENABLE\_FAIL: Failed to enable rate limiter in the NPU

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

**Error Message** %UPDATE-3-RULE\_DEL\_FAIL: Failed to delete tftp rule for pHost=[chars] pFilename=[chars] rc2 = [dec]

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

**Error Message** %UPDATE-0-SEM\_CREATE\_FAIL: Couldn't create flash access semaphore. Internal system error.

**Explanation** Couldn't create flash access semaphore. 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-3-SEM\_GIVE\_FAIL: Failed to unlock the Tftp task. Tftp sub-system malfunctioning.

**Explanation** Failed to unlock the Tftp task. Tftp sub-system 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolkit/>. If you still require assistance, open a case with the



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

**Error Message** %UPDATE-3-SEM\_TAKE\_FAIL: Failed to lock on the Tftp task. Tftp sub-system malfunctioning.

**Explanation** Failed to lock on the Tftp task. Tftp sub-system 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/tac>. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/>. If you still require assistance, open a case with the Technical Assistance Center via the Internet at <http://tools.cisco.com/ServiceRequestTool/create/launch.do>, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

**Error Message** %UPDATE-4-SET\_PRIORITY\_FAIL: Failed to set process priority. Process name: Execute script.

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

**Error Message** %UPDATE-0-TASK\_CREATE\_FAIL: Failed to create a task. Task Name: XFER\_BLINK

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

**Error Message** %UPDATE-3-UNTAR\_CMD\_FAIL: Error during untar of webauth bundle. Tar returned [dec].

**Explanation** Error during untar of 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/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.

## USMDB Messages

This section contains usmDb API (USMDB) messages.

**Error Message** %USMDB-3-MSGTAG001: usmDbAclSwapRuleIndex: The two indices, [dec], are the same.

**Explanation** usmDbAclSwapRuleIndex: The two indices, [dec], 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/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** %USMDB-3-MSGTAG002: usmDbAclSwapRuleIndex: ACL [chars] or rule [dec] does not exist.

**Explanation** usmDbAclSwapRuleIndex: ACL [chars] or rule [dec] 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/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** %USMDB-3-MSGTAG003: usmDbAclSwapRuleIndex: ACL [chars] or rule [dec] does not exist.

**Explanation** usmDbAclSwapRuleIndex: ACL [chars] or rule [dec] 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/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** %USMDB-3-MSGTAG004: invalid arg(s) passed to usmDbCertsWebadminNameGet

**Explanation** invalid arg(s) 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/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** %USMDB-3-MSGTAG005: invalid arg(s) passed to usmDbCertsWebauthNameGet

**Explanation** invalid arg(s) 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/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** %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** 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/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** %USMDB-6-MSGTAG007: Error on call to sysapiRegistryGet routine with keyUDI\_PID.

**Explanation** Error on call to 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/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** %USMDB-6-MSGTAG008: Error on call to sysapiRegistryGet routine with keyUDI\_VID.

**Explanation** Error on call to 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/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** %USMDB-3-MSGTAG009: Error on call to sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Explanation** Error on call to 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/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** %USMDB-3-MSGTAG010: Error on call to sysapiRegistryGet routine with keyPORT\_DATA\_STRUCT.

**Explanation** Error on call to 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/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** %USMDB-3-MSGTAG011: Error on call to sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Explanation** Error on call to 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/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** %USMDB-3-MSGTAG012: Error on call to sysapiRegistryGet routine with keyPORT\_DATA\_STRUCT.

**Explanation** Error on call to 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/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** %USMDB-3-MSGTAG013: Error on call to sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Explanation** Error on call to 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/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** %USMDB-3-MSGTAG014: Error on call to sysapiRegistryGet routine with keyPORT\_DATA\_STRUCT.

**Explanation** Error on call to 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/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** %USMDB-3-MSGTAG015: Error on call to sysapiRegistryGet routine with keySLOT\_DATA\_STRUCT.

**Explanation** Error on call to 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/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** %USMDB-3-MSGTAG016: Failed to open [chars]

**Explanation** 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/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** %USMDB-3-MSGTAG017: Couldn't create flash write semaphore.

**Explanation** Couldn't create 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/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** %USMDB-6-MSGTAG018: Setting hardware time to [dec] [dec] [dec]  
[dec]:[dec]:[dec]

**Explanation** Setting 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/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** %USMDB-3-MSGTAG019: unable to work out gmtime.

**Explanation** 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/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** %USMDB-4-MSGTAG020: usmDbTimeGet:Buffer supplied too small [dec]<27  
bytes

**Explanation** usmDbTimeGet:Buffer supplied too small [dec]<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/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** %USMDB-4-MSGTAG021: usmDbWcpGet6kTableChecksum(): Non-Doberman platform.

**Explanation** usmDbWcpGet6kTableChecksum(): Non-Doberman platform.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-4-MSGTAG022: usmDbWcpGetControllerSlotPort(): Non-Doberman platform.

**Explanation** usmDbWcpGetControllerSlotPort(): Non-Doberman platform.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-4-MSGTAG023: usmDbWcpGetPeersPortAndIp(): Non-Doberman platform.

**Explanation** usmDbWcpGetPeersPortAndIp(): Non-Doberman platform.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-4-MSGTAG024: usmDbWcpControllerExists(): Non-Doberman platform.

**Explanation** usmDbWcpControllerExists(): Non-Doberman platform.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-4-MSGTAG025: usmDbWcpGetNextController(): Non-Doberman platform.

**Explanation** usmDbWcpGetNextController(): Non-Doberman platform.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-4-MSGTAG026: usmDbWcpGetControllerIPAddress(): Non-Doberman platform.

**Explanation** usmDbWcpGetControllerIPAddress(): Non-Doberman platform.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-4-MSGTAG027: usmDbWcpGetParentRouterName(): Non-Doberman platform.

**Explanation** usmDbWcpGetParentRouterName(): Non-Doberman platform.

**Recommended Action** Copy the message exactly as it appears on the 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** %USMDB-4-MSGTAG028: LAG in transition.switch reboot DUE..!!!

**Explanation** LAG in transition.switch reboot 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/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** %USMDB-3-MSGTAG029: License operation failed with rc : [chars]..!!!

**Explanation** License operation failed!!!

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

## WCP Messages

This section contains Wireless Control Protocol (WCP) messages.

**Error Message** %WCP-3-BUFF\_ALLOC\_FAILED: Out of System buffers.

**Explanation** 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/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** %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/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** %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/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** %WCP-0-CREAT\_MUTEX\_FAILED: Failed to Create SNMP mutex for WCP task.

**Explanation** Failed to Create SNMP mutex for 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/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** %WCP-0-CREAT\_TASK\_FAILED: Failed to Create WCP Task.

**Explanation** Failed to Create 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/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** %WCP-3-DISABLE\_VAP\_FAILED: Failed to disable the Wlans associated with the interface [chars].

**Explanation** 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/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** %WCP-3-GET\_ADMINSTATE\_ERR: Failed to get the admin state for the interface [dec].

**Explanation** 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/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** %WCP-3-GET\_GATEWAY\_FAILED: Failed to get the gateway for the interface [chars].

**Explanation** Failed to get the gateway for an interface.

**Explanation** Copy the message exactly as it appears on the 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** %WCP-3-GET\_IPADDR\_FAILED: Failed to get the IP address for the interface [chars].

**Explanation** 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/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** %WCP-3-GET\_MASK\_FAILED: Failed to get the net mask for the interface [chars].

**Explanation** Failed to get the net mask 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/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** %WCP-3-GET\_VLAN\_FAILED: Failed to get the vlan id for the interface [chars].

**Explanation** 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/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** %WCP-3-INTERNAL\_INTF\_NUM\_ERR: Failed to get the first available internal interface number.

**Explanation** 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/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** %WCP-3-INVALID\_REQ\_TYPE: Controller got request for invalid TLV type [chars].

**Explanation** Controller got request for 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/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** %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/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** %WCP-3-IOCTL\_FAILED: The ioctl system call failed for the option [chars].

**Explanation** The ioctl system call failed.

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

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

**Error Message** %WCP-3-KEEPALIVE\_LOST: Lost keepalives from [chars].

**Explanation** Lost keepalives.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/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** %WCP-3-MGMT\_GATEWAY\_ILLEGAL: Management interface gateway [chars] is illegal.

**Explanation** 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/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** %WCP-3-MGMT\_IP\_ILLEGAL: Management interface IP address [chars] is illegal.

**Explanation** 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/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** %WCP-3-MGMT\_NETMASK\_ILLEGAL: Management interface netmask [chars] is illegal.

**Explanation** 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/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** %WCP-3-MSG\_LEN\_ZERO: The message received for processing has zero length.

**Explanation** The message received for processing has 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/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** %WCP-3-MSG\_TYPE\_UNKNOWN: Unknown message type [dec] received for processing.

**Explanation** Unknown message type received for processing by 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/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** %WCP-3-PDU\_TRANSMIT\_FAILED: Failed to transmit the PDU for the command [chars].Return code:[dec].

**Explanation** 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/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** %WCP-3-SEM\_TAKE\_FAILED: Could not take a semaphore lock on the global snmp structure.

**Explanation** 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/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** %WCP-3-SET\_IPADDR\_FAILED: Failed to set IP address for the interface [chars].

**Explanation** 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/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** %WCP-3-SET\_VLAN\_FAILED: Failed to set vlan ID for the interface [chars].

**Explanation** 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/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** %WCP-3-SOCK\_CREAT\_FAILED: Failed to create a datagram socket.

**Explanation** 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/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** %WCP-3-SOCK\_OPT\_FAILED: Failed to set the socket option [chars].

**Explanation** 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/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** %WCP-3-SOCK\_RECV\_FAILED: Failed to receive a packet from ip address [chars]: port [dec].

**Explanation** 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/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** %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/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** %WCP-7-WCP\_PORT\_BOUND: WCP task is bound to port number [dec].

**Explanation** Port number to which wcp task is bound to is displayed

**Recommended Action** No action is required.

**Error Message** %WCP-7-WCP\_PROCESS\_ERROR: wcp process error: The function [chars] failed.

**Explanation** wcp process error.

**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** Form submit action 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/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** %WEB-3-INVALID\_ACCESS\_LEVEL: Access level is invalid for SNMPv3 user [chars].

**Explanation** Access level is invalid for this SNMPv3 user.

**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/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** %WEB-3-INVALID\_AP\_KEY: Invalid AP Hash Key Provided

**Explanation** Invalid AP Hash Key.

**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/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** %WEB-3-INVALID\_AUTH\_PROTO: Invalid authentication protocol for SNMPv3 user [chars].

**Explanation** Authentication protocol is invalid for SNMPv3 user.

**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/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** %WEB-3-INVALID-NLS\_TOKEN: NLS String [[dec]] Not Found.

**Explanation** NLS string not found.

**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/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** %WEB-3-INVALID\_PRIV\_PROTO: Unknown privacy protocol for SNMPv3 user [chars].

**Explanation** Unknown privacy protocol for SNMPv3 user.

**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/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** %WEB-3-INVALID\_TFTP\_DNLDCODE: TFTP download failed with unknown failure code.

**Explanation** TFTP download failed. Failure code unknown.

**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/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** %WEB-3-INVALID\_USERNAME: EwsContext cachedUsername is empty!

**Explanation** Cached user name is empty.

**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/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** %WEB-3-LOCAL\_AUTH\_FAILED: # (prty\_order\_local\_auth.html) Form Submission Failed. NoAction Taken..

**Explanation** # (prty\_order\_local\_auth.html) Form Submission Failed. NoAction taken.

**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/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** %WEB-3-NLS\_LIST\_NOT\_FOUND: NLS List [[chars]] not found.

**Explanation** NLS List not found.

**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/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** %WEB-3-NLS\_STR\_NOT\_FOUND: NLS String [[dec]] Not Found for Key: [chars]

**Explanation** NLS String not found.

**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/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** %WEB-3-PARTY\_ORDER\_NET\_FAILED: # (prty\_order\_net.html) Form Submission Failed. No ActionTaken..

**Explanation** # (prty\_order\_net.html) Form Submission Failed. No Actiontaken.

**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/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** %WEB-3-USDB\_SAVE\_FAILED: The Local Users Database could not be saved to flash.

**Explanation** Local Users Database could not be saved to flash.

**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/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** %WEB-3-USER\_NOT\_PRIVILEGED: Form Submission Failed. The user doesn't have the right privileges.

**Explanation** Form Submission Failed. User doesn't have the right privileges.

**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/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.

## 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** Warning: old version of signature configuration file 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** Error opening new signature file

**Recommended Action** Please make sure the signature file is downloaded properly.

**Error Message** %WPS-3-ERROR\_MASK\_NON\_HEX: mask string [chars] has non-Hex digits

**Explanation** mask string has the non-Hex digits

**Recommended Action** Please specify a mask string which is of Hex digits

**Error Message** %WPS-3-ERROR\_PARSE\_CST\_SIG: Error parsing custom sig file.

**Explanation** Error parsing custom signature file.

**Recommended Action** Try to re-download a new custom signature file to the system again.

**Error Message** %WPS-3-ERROR\_PARSE\_SIG\_LINE: Error parsing at line [dec] of new sig file

**Explanation** Error parsing at line of new signature file

**Recommended Action** Please ensure the signature line in question is of proper syntax.

**Error Message** %WPS-3-ERROR\_PARSE\_STD\_SIG\_FILE: Error parsing standard sig file.

**Explanation** Error parsing standard signature file.

**Recommended Action** Try to re-download a new standard signature file to the system again.

**Error Message** %WPS-3-ERROR\_PATTERN\_NON\_HEX: pattern string [chars] has non-Hex digits

**Explanation** pattern string has the non-Hex digits

**Recommended Action** Please specify a pattern string which is of Hex digits

**Error Message** %WPS-3-ERROR\_RETRIEVE\_FILE: Error reading file [chars] from flash

**Explanation** Error retrieving file from 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/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** %WPS-3-ERROR\_SEND\_SIG\_ADD: Error sending sig Add message to LWAPP

**Explanation** Error sending signature Add message to 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/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** %WPS-3-ERROR\_SEND\_SIG\_DISABLE\_MSG: Error sending sig disable message to LWAPP

**Explanation** Error sending signature disable message to 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/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** %WPS-3-ERROR\_SEND\_SIG\_ENABLE\_MSG: Error sending sig enable message to LWAPP

**Explanation** Error sending signature enable message to 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/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** %WPS-3-ERR\_PARSE\_REV: Error parsing revision number

**Explanation** Error parsing signature revision number

**Recommended Action** The revision number has to be 1

**Error Message** %WPS-3-ERR\_RD\_LN: Error reading line [dec] from new sig file

**Explanation** Error reading line from new signature file

**Recommended Action** Please ensure the signature line in question is of proper syntax.

**Error Message** %WPS-3-ERR\_READ\_SIG\_REV: Error reading sig revision number

**Explanation** Error reading signature revision number

**Recommended Action** Please specify revision number at the 1st line of the signature file.

**Error Message** %WPS-3-FAIL\_MERGE\_SIG: unable to merge rev [chars] sig with existing sig

**Explanation** 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/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** %WPS-3-FAIL\_NOTIFY\_LWAPP\_SIG\_FILE: Unable to notify LWAPP of new sig file

**Explanation** Unable to notify LWAPP of 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/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** %WPS-6-IDS\_TOKEN\_INTERVAL\_DEF: Sig Interval set to default

**Explanation** Signature Interval set to default

**Recommended Action** No action is required.

**Error Message** %WPS-3-INVALID\_SIG\_TOKEN: Invalid sig token [chars]

**Explanation** Invalid signature token

**Recommended Action** Please correct the signature token which is invalid

**Error Message** %WPS-3-INV\_VER: Error invalid version [chars]

**Explanation** Error signature invalid version

**Recommended Action** The revision number has to be 1

**Error Message** %WPS-4-MFP\_INVALID\_EVENT\_TYPE: MFP Ignoring invalid event type ([int]) from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]

**Explanation** MFP Ignores 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 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/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** %WPS-0-MFP\_STAT\_NO\_QUEUE: MFP Stats task has no queue

**Explanation** 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/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** %WPS-3-MFP\_UNLINK\_ERR: MFP Can't unlink entry from table

**Explanation** MFP Cannot unlink entry from table

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

**Error Message** %WPS-3-MISSING\_SIG\_TOKEN: Missing token, the symbol parsed=[chars]

**Explanation** signature token is missing

**Recommended Action** Please correct the signature token which is missing

**Error Message** %WPS-3-NO\_SIG\_REV: Sig file does not have revision number

**Explanation** Signature file does not have revision number

**Recommended Action** Please specify the revision number at the 1st line of the signature file, which has to be 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** Please specify the value for the token in question.

**Error Message** %WPS-3-READ\_SIG\_FILE\_FAIL: Error reading line [dec] of new signature file

**Explanation** Cannot read a new signature file

**Recommended Action** Check the signature file on the line in question to ensure it's in proper syntax.

**Error Message** %WPS-4-SIG\_ALARM\_OFF: AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] : Alarm OFF, [chars] sig [chars], track=[chars] preced=[dec] hits=[dec] slot=[dec] channel=[dec]

**Explanation** Signature Alarm 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, Signature Alarm 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** invalid number of pattern delimiters

**Recommended Action** The maximal delimiter number is 3.

**Error Message** %WPS-3-SIG\_PTRN\_INV: invalid pattern [chars] in Version 1 signature.

**Explanation** invalid signature pattern

**Recommended Action** Please correct the signature pattern in question

**Error Message** %WPS-3-SIG\_PTRN\_INV\_OFF: invalid offset [chars] in Version 1 signature

**Explanation** invalid signature pattern offset

**Recommended Action** Please specify the right pattern offset

**Error Message** %WPS-3-SIG\_PTRN\_INV\_OFF\_MAX: offset [chars] in Version 1 signature too big; max value = [dec]

**Explanation** invalid signature pattern offset value

**Recommended Action** Please specify the right pattern offset value

**Error Message** %WPS-3-SIG\_PTRN\_INV\_OFF\_STRT\_D: invalid pattern offset Start value [dec] in Version 1 signature

**Explanation** invalid signature pattern offset Start

**Recommended Action** Please specify the right offset start value

**Error Message** %WPS-3-SIG\_PTRN\_INV\_OFF\_STRT\_S: invalid pattern offset Start value [chars] in Version 1 signature

**Explanation** invalid signature pattern offset Start

**Recommended Action** Please specify the right offset start value

**Error Message** %WPS-3-SIG\_PTRN\_LEN\_OVER: pattern string cannot specify more than [dec] octets in Version 1 signatures

**Explanation** pattern string length too big

**Recommended Action** Please specify the right pattern string.

**Error Message** %WPS-3-SIG\_PTRN\_MASK\_EQ: pattern string and mask must be of equal length in Version 1 signatures

**Explanation** pattern string and mask must be of equal length

**Recommended Action** pattern string and mask must be of 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** pattern string and mask must have an even number of bytes

**Recommended Action** pattern string and mask must have an even number of bytes

**Error Message** %WPS-3-SIG\_PTRN\_MASK\_NULL: pattern string and mask have no any bytes specified

**Explanation** pattern string and mask do not have any bytes specified

**Recommended Action** Please specify pattern and mask

**Error Message** %WPS-3-SIG\_PTRN\_MASK\_STR\_INV: [chars] string [chars] has non-Hex digits

**Explanation** invalid signature pattern or mask string. It has non-Hex digits.

**Recommended Action** The signature pattern or mask string must have Hex digits

**Error Message** %WPS-3-SIG\_PTRN\_MISSING: invalid pattern [chars] in Version 1 signature: missing [chars].

**Explanation** invalid signature pattern

**Recommended Action** Please correct the signature pattern in question

**Error Message** %WPS-3-SIG\_PTRN\_PARSE\_FAIL: Error parsing pattern [chars] in Version 1 signature

**Explanation** Error parsing token pattern

**Recommended Action** Please specify the right pattern

**Error Message** %WPS-3-SIG\_STR\_INV: [chars] string must begin with '0x' in Version 1 signatures

**Explanation** invalid signature pattern

**Recommended Action** Please specify the right signature pattern

**Error Message** %WPS-3-SIG\_TOKEN\_DUP: Sig [chars] must be unique, the '[chars]' repeats

**Explanation** Signature token is not unique.

**Recommended Action** Please specify unique signature token.

**Error Message** %WPS-3-SIG\_TOKEN\_DUP\_PRECED: Sig precedence must be unique, the [dec] repeats

**Explanation** Signature token precedence is not unique.

**Recommended Action** Please specify 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** Please specify a signature less than 15 tokens.

**Error Message** %WPS-3-SIG\_TOKEN\_WRONG\_SIGID: Sig Id [dec] is not valid

**Explanation** Signature token SigId is not valid.

**Recommended Action** Please specify valid SigId.

**Error Message** %WPS-3-SIG\_VER\_UNSUP: Signature version number [chars] is unsupported

**Explanation** Signature version number is unsupported

**Recommended Action** The revision number has to be 1

**Error Message** %WPS-3-TOKEN\_MISSING\_INVALID: Missing or invalid '[chars]' token in Version 1 sig

**Explanation** Missing or invalid token in Version 1 signature

**Recommended Action** Please correct the invalid token in the

**Error Message** %WPS-3-TOKEN\_PARSE\_FAIL: Error processing '[chars]' token in Version 1 signature

**Explanation** Signature token processing failed

**Recommended Action** Please correct the token in question

**Error Message** %WPS-3-TYPE\_TOKEN\_INV\_GT: In Version 1 signatures, '[chars]' can not have a value greater than [dec]

**Explanation** Signature token value is invalid

**Recommended Action** Please specify the right value fr the token in question

**Error Message** %WPS-3-TYPE\_TOKEN\_INV\_VAL1: In Version 1 signatures, '[chars]' can only have value [chars]

**Explanation** Signature token value is invalid

**Recommended Action** Please specify the right value for the token in question

**Error Message** %WPS-3-TYPE\_TOKEN\_INV\_VAL2: In Version 1 signatures, '[chars]' can only have value [chars] or [chars]

**Explanation** Signature token value is invalid

**Recommended Action** Please specify the right value for the token in question

**Error Message** %WPS-3-TYPE\_TOKEN\_INV\_VAL3: In Version 1 signatures, '[chars]' can only have value [chars], [chars], or [chars]

**Explanation** Signature token value is invalid

**Recommended Action** Please specify the right value for the token in question

**Error Message** %WPS-4-UNSUPPORT\_SIG\_VER: Unsupported sig version on line [dec], ignoring signature

**Explanation** Unsupported signature version, ignoring signature

**Recommended Action** The revision number has to be 1

**Error Message** %WPS-3-VER\_NOT\_FOUND: Error version number not found

**Explanation** Error signature version number not found

**Recommended Action** Please specify a revision number which has to be of value 1

**Error Message** %WPS-3-VER\_NUM\_MISSING\_INVALID: Error at line [dec] of new signature file: version number is missing or invalid

**Explanation** version number is missing or invalid

**Recommended Action** Please specify the revision number at the 1st line of the signature file, which has to be of value 1