C H A P T E R 6

CAPWAP CCX CDP and CIDS System Messages

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CAPWAP Messages

This section contains CAPWAP messages.

Error Message `%CAPWAP-3-AP_DB_ALLOC: Unable to alloc AP entry in database for [int].[int].[int].[int]:[int]`

Explanation Because of an internal error, the AP entry could not be added to the database. The AP might not function as expected.

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

Error Message `%CAPWAP-3-AP_DB_ERR1: Unable to find AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] entry in the database, could not process [chars]`

Explanation The operation that is being performed for the AP failed because the internal entry for the AP was not found. It is possible that the AP has been removed from the controller.

Recommended Action Use the **show ap summary** command to determine if the AP is still joined to the controller. If it is not, the message may be ignored. If it is still joined, restart the AP to ensure that it has the latest configuration.

Error Message `%CAPWAP-3-BUFF_ALLOC: Failed to allocate buffer for [chars]`

Explanation   The system is out of system buffers.

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

Error Message `%CAPWAP-2-CAP_MSG_TRACE: [chars]`

Explanation   Debugging for CAPWAP packet.

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

Error Message `%CAPWAP-3-DB_CREATOR_ERR: Database entry for AP [dec]:[dec]:[dec]:[dec] is created in LWAPP, could not process [chars]`

Explanation   The operation that is being performed for the AP failed because the internal entry for the AP was created in LWAPP, and the message was received in CAPWAP.

Recommended Action   Use the **show ap summary** command to determine if the AP is still joined to the controller. If it is not, the message may be ignored. If it is still joined, restart the AP to ensure that it will join in either CAPWAP or LWAPP.

Error Message `%CAPWAP-3-DECODE_ERR: Error decoding [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation   The CAPWAP message that was sent by the AP was not understood by the controller. The message was dropped. The AP might not function as expected.

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

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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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 forAP [int]:[int]:[int]:[int] ([int]), Controller: [int]:[int]:[int]:[int] ([int]) [chars]`

Explanation The DTLS connection closed for the AP due to an unknown reason.

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

Explanation The 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 the **show ap summary** or **show dtls connection** command 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 the DTLS database entry for the AP. The AP will not be able to join the controller.

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

Error Message `%CAPWAP-3-DTLS_DEL_ERR: Failed to disconnect DTLS connection for AP [int].[int].[int].[int] ([int]).`

Explanation   Unable to delete the DTLS database entry for the AP. The DTLS entry remains stale, and the AP might not be able to join the controller.

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

Error Message `%CAPWAP-3-ECHO_ERR: Did not receive heartbeat reply; AP: [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation   The Controller did not get a response for the AP heartbeat message. There might be connectivity issues between the AP and the controller.

Recommended Action   Check to see if the AP has rebooted or if it has been removed from the network. Also ensure that there are no connectivity issues between the AP and the controller.

Error Message `%CAPWAP-3-ENCODE_ERR: Failed to encode [chars] to AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation   Due to an internal error, a CAPWAP message could not be transmitted.

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

Error Message `%CAPWAP-3-HDR_ENCAP_ERR: Unable to encapsulate CAPWAP header for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation Could not send the CAPWAP packet because of an internal error in encapsulating the packet. The AP might not function as expected.

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

Error Message `%CAPWAP-3-HDR_ENCAP_ERR2: Unable to encapsulate CAPWAP header for AP [int].[int].[int].[int]:[int]`

Explanation Could not send the CAPWAP packet because of an internal error in encapsulating the packet. The AP might not function as expected.

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

Error Message `%CAPWAP-3-IMAGE_DOWNLOAD_ERR: Refusing [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - controller image upgrade is in process`

Explanation The specified request from the AP is ignored because the controller software is being upgraded. Future attempts from the AP might succeed.

Recommended Action No action is required.

Error Message `%CAPWAP-3-IMAGE_DOWNLOAD_ERR2: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - max downloads ([dec]) in progress`

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

Recommended Action No action is required.

Error Message `%CAPWAP-3-IMAGE_DOWNLOAD_ERR3: Refusing image download request from AP - unable to open image file [chars]`

Explanation Due to an internal error, the image that the AP is requesting for an image download could not be obtained. The AP image download fails.

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

Error Message `%CAPWAP-3-IMAGE_DOWNLOAD_ERR4: Refusing image download request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - unable to open MD5 file [chars]`

Explanation Due to an internal error, the image that the AP is requesting for an image download could not be obtained. The AP image download fails.

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

Error Message `%CAPWAP-3-INIT_ERR: Failed to initialize [chars].`

Explanation Because of internal error, the module initialization failed. The AP might not be able to join the controller.

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

Error Message `%CAPWAP-3-INVALID_MSG: Invalid message from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] type ([dec])`

Explanation   The information that was received on the controller was not understood. The message was dropped.

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

Error Message `%CAPWAP-3-INVALID_MSG_TYPE: Invalid message type [dec] from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation   An invalid CAPWAP message was received from the AP. The message was dropped.

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

Error Message `%CAPWAP-3-INVALID_PAYLOAD: Invalid message element [dec] in [chars] from [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation   An invalid CAPWAP message element was received from the AP. The message was dropped.

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

Error Message `%CAPWAP-3-INVALID_PAYLOAD2: Invalid message element [dec] in [chars]`

Explanation   An invalid CAPWAP message element was received from AP. The message was dropped.

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

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

Error Message %CAPWAP-3-INVALID_PAYLOAD3: Invalid vendor type [dec] in [chars]

Explanation An invalid vendor type is in the CAPWAP message element from the AP. The message
was dropped.

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

Error Message %CAPWAP-3-INVALID_PREAMBLE: Invalid preamble type ([dec]) in capwap
message from [int].[int].[int].[int]:[int]

Explanation An invalid preamble type is in the CAPWAP message.The message was dropped.

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

Error Message %CAPWAP-3-INVALID_RET_CODE: Invalid result code [dec]. Failed to
[chars]

Explanation An invalid result code resulted while processing. The message was dropped.

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

Error Message `%CAPWAP-3-INVALID_STATE_EVENT: Invalid AP event ([dec]) and state ([dec]) combination`

Explanation The event and state combination is not valid in CAPWAP. The event is ignored.

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

Error Message `%CAPWAP-3-IP_ERR: Could not plumb AP's ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) IP address ([dec].[dec].[dec].[dec]), next hop MAC ([hex]:[hex]:[hex]:[hex]:[hex]:[hex]) and VLAN ([dec]) to fast path`

Explanation Because of an internal error, the IP address of the AP could not be configured in the network processor. The AP might not function as expected.

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

Error Message `%CAPWAP-3-IP_PROT_ERR: IP protocol ([dec]) in the received packet - from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] is not UDP, CAPWAP packets are only UDP, dropping the packet`

Explanation An invalid packet received from the AP was dropped.

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

Error Message `%CAPWAP-3-JOIN_TMR_START_ERR: Failed to start [chars] timer for AP [int].[int].[int].[int]:[int]`

Explanation Because of an internal error, the timer could not be triggered. The AP might not operate as expected.

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

Error Message `%CAPWAP-3-LRAD_MTU_ERR: Failed to set MTU [dec] for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex].`

Explanation The path MTU for the AP could not be set properly. Fragmentation will not be at the proper MTU.

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

Error Message `%CAPWAP-3-MBUF_ERR: No more system buffers, could not receive CAPWAP packet`

Explanation The system is out of system buffers.

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

Error Message `%CAPWAP-0-MSG_QUEUE_ERR: CAPWAP message queue has not been created`

Explanation The CAPWAP subsystem has not been initialized. APs might not be able to join the controller.

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

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

Error Message `%CAPWAP-3-MSG_SEND_ERR2: Unable to send [chars] message to CAPWAP`

Explanation   The CAPWAP process might be busy. If this condition persists, it could lead to losing CAPWAP packets and dropping of AP connections. Also, APs might not getting configuration changes from the controller.

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

Error Message `%CAPWAP-3-MTU_INIT_ERR: Failed to initialize global MTU. Multicast traffic will be affected.`

Explanation   The initialization of the global path MTU has failed. Multicast traffic will be affected in multicast-multicast mode.

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

Error Message `%CAPWAP-3-POST_DECODE_ERR: Post decode processing failed for [chars] from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation   Processing of the CAPWAP message has failed after decoding the message. The AP might be disconnected.

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

Error Message `%CAPWAP-3-REASSEM_LOCK_ERR: Could not obtain exclusive access to reassembly tablefor [hex]:[hex]:[hex]:[hex]:[hex]:[hex].`

Explanation   Access to internal reassembly database has failed. The CAPWAP reassembly failed, and packets might have been dropped.

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

Error Message `%CAPWAP-3-REASSEM_MAX_FRAG: Received more fragments ([dec]) than supported. Dropping message from [hex]:[hex]:[hex]:[hex]:[hex]:[hex].`

Explanation   The system has received more CAPWAP fragments than supported. The CAPWAP reassembly failed, and the packet might have been dropped.

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

Explanation   The total size of the CAPWAP fragments is greater than the supported limit. Reassembly has failed, and the packet might be dropped.

Recommended Action   Copy the message exactly as it appears on the console or in the system log. Research and attempt to resolve the issue using the tools and utilities provided at http://www.cisco.com/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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 the CAPWAP fragment. Reassembly has failed, and packets might be dropped.

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

Error Message `%CAPWAP-3-RECV_FAIL: Could not process CAPWAP packet`

Explanation An internal error has occurred while processing the CAPWAP packet. The packet was dropped.

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

Error Message `%CAPWAP-3-RESTART_ECHO_TIMER_ERR: Failed to restart heart beat timer for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation The system is tearing down the CAPWAP connection. The system could not restart the heartbeat timer .

Recommended Action No action is required.

Error Message `%CAPWAP-2-SEM_CREATE_ERR: Could not create semaphore [chars]`

Explanation Unable to allocate a lock for handling operations on the internal database. The system might become unstable.

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

Error Message `%CAPWAP-3-SEM_RELEASE_ERR: Could not release exclusive access of AP entry for [hex]:[hex]:[hex]:[hex]:[hex]:[hex] in the database`

Explanation Releasing access of an AP entry in the database has failed. The AP might not function as expected.

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

Error Message `%CAPWAP-3-SIMUL_DTLS_HANDSHAKES: Ignoring discovery request from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex] - maximum number of simultaneous dtls sessions([int]) exceeded`

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

Recommended Action No action is required.

Error Message `%CAPWAP-2-SOCK_ERR: Error [chars] CAPWAP socket`

Explanation An internal error has occurred. The CAPWAP subsystem could not be initialized.

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

Error Message `%CAPWAP-3-SOCK_ERR2: Socket select error ([dec])`

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

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

Error Message `%CAPWAP-3-SOCK_ERR3: Could not read from the CAPWAP socket`

Explanation A failure occurred when processing an internal CAPWAP message. The system might become unstable.

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

Error Message `%CAPWAP-3-SOCK_ERR4: Could not read from CAPWAP socket, frame length out of bounds ([dec])`

Explanation A failure occurred when processing an internal CAPWAP message. The system might become unstable.

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

Error Message `%CAPWAP-2-TASK_CREATE_ERR: Failed to create CAPWAP [chars] task`

Explanation An internal error occurred. The CAPWAP subsystem could not be initialized. APs might not be able to join the controller.

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

Error Message `%CAPWAP-3-TEMP_AP_DB_ALLOC: Unable to alloc temporary AP entry in database for [int].[int].[int].[int]:[int]`

Explanation Due to an internal error, an AP entry could not be added to the database. The AP might not join the controller.

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

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

Error Message `%CAPWAP-3-TMR_FREE_ERR: Failed to free [chars] timer; AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation An internal error occurred while processing a timer. The AP might not operate as expected.

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

Error Message `%CAPWAP-3-TMR_START_ERR: Failed to start [chars] timer for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation Due to an internal error, the timer could not be triggered. The AP might not operate as expected.

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

Error Message `%CAPWAP-3-TMR_STOP_ERR: Failed to stop [chars] timer for AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation Due to an internal error, the timer stop could not be triggered. The AP might not operate as expected.

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

Error Message `%CAPWAP-3-TX_ERR: Failed to transmit [chars] to AP`
`[hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation Because of an internal error, a CAPWAP message could not be transmitted.

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

Error Message `%CAPWAP-3-TX_ERR2: Could not transmit CAPWAP control packet (error =`
`[int])`

Explanation Because of an internal error, a CAPWAP message could not be transmitted.

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

Error Message `%CAPWAP-3-UDP_PORT_ERR: Received invalid UDP port ([dec]) in the`
`packet from AP [hex]:[hex]:[hex]:[hex]:[hex]:[hex], dropping the packet`

Explanation An invalid packet that was received from the AP was dropped.

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

Error Message `%CAPWAP-3-UNSUPPORTED_TYPE: Received an invalid [chars] ([dec]): AP`
`[hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation The information received on the controller was not understood. The message was dropped.

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

http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://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 An internal system error has occurred.

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

Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities

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

Error Message `%CCX-3-MSGTAG001: Error on call to osapiFsWrite routine on config file [chars].`

Explanation An error has occurred on a call to osapiFsWrite routine in the 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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.com/ServiceRequestTool/create/launch.do, or contact your Cisco technical support representative and provide the representative with the information you have gathered.

Error Message `%CCX-3-MSGTAG002: CCX RM Configuration file is corrupted... clearing.`

Explanation The CCX RM configuration file is corrupted.

Error Message `v%CCX-3-MSGTAG003: CCX RM Client database already initialized`

Explanation The CCX RM client database is already initialized.

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

Error Message `%CCX-6-MSGTAG004: Creating AVL Tree with [dec] entries for CCX RM ClientDatabase`

Explanation The system is creating an AVL Tree with [dec] entries for the CCX RM ClientDatabase.

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

Error Message `%CCX-3-MSGTAG005: CCX RM Client database already initialized`

Explanation the CCX RM Client database is already initialized.

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

Error Message `%CCX-6-MSGTAG006: Creating AVL Tree with [dec] entries for CCX RM ClientDatabase`

Explanation   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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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 the CCX RM configuration.

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

Error Message `%CCX-3-MSGTAG008: Unable to load CCX Client RM Db(AVL Tree)`

Explanation   Unable to load the CCX Client RM Db AVL Tree.

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

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

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

Error Message `%CCX-3-MSGTAG010: Reached max Rm clients.`
`dropping[hex]:[hex]:[hex]:[hex]:[hex]:[hex]`

Explanation The system has reached the maximum Rm clients. The system is dropping
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/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.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 The system is adding to the CCX RM Bcast Database failed
for[hex]:[hex]:[hex]:[hex]:[hex]:[hex].

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

Error Message `%CCX-4-MSGTAG012: Mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has`
`unsupported CCXversion [dec]`

Explanation The mobile [hex]:[hex]:[hex]:[hex]:[hex]:[hex] has an unsupported CCXversion [dec]

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

Error Message `%CCX-0-MSGTAG013: Failed to create CCX RM Task`

Explanation Failed to create the CCX RM Task.

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

Error Message `%CCX-6-MSGTAG014: Created CCX RM Task (rc=[dec])`

Explanation The system has created CCX RM Task (rc=[dec]) .

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

Error Message `%CCX-3-MSGTAG015: [chars]: msg queue does not exist. Exiting...`

Explanation The [chars]: msg queue does not exist. Exiting...

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

Error Message `%CCX-3-MSGTAG016: [chars]: received invalid msg id [int]`

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

Error Message `%CCX-0-MSGTAG020: Failed to create E2E message queue`

Explanation The system has failed to create an E2E message queue.

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

Error Message `%CCX-0-MSGTAG021: Failed to create E2E message queue`

Explanation The system has failed to create an E2E message queue.

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

Error Message `%CCX-0-MSGTAG022: Failed to create E2E Task`

Explanation The system has failed to create an E2E task.

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

Error Message `%CCX-4-MSGTAG023: Unable to load e2e configuration`

Explanation Unable to load an E2E configuration.

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

Error Message `%CCX-3-MSGTAG024: Error on call to osapiFsWrite routineon config file [chars].`

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

Error Message `%CCX-3-MSGTAG025: E2E Configuration file is corrupted... clearing.`

Explanation   The E2E configuration file is corrupted.

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

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

Error Message `%CCX-3-MSGTAG027: [chars]: msg queue does not exist. Exiting...`

Explanation   [chars]: msg queue does not exist.

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

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

Error Message `%CCX-3-MSGTAG028: [chars]: received invalid msg type [int]`

Explanation [chars]: The system has received invalid msg type [int]

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

Error Message `%CCX-4-MSGTAG029: Unable to load L2ROAM configuration`

Explanation Unable to load the L2ROAM configuration.

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

Error Message `%CCX-3-MSGTAG030: cannot initialize L2ROAM lrad Settle timer.`

Explanation 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/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities

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

Error Message `%CCX-3-MSGTAG041: L2ROAM Configuration file is corrupted... clearing.`

Explanation   L2ROAM Configuration file is corrupted... clearing.

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

Error Message `%CCX-0-MSGTAG042: Failed to create CCX L2Roam Task [hex]`

Explanation   Failed to create CCX L2Roam Task [hex]

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

Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities

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

Error Message `%CIDS-3-NULL_SENSOR_POINTER: Error! NULL sensor pointer!`

Explanation NULL sensor pointer!

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

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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the Technical Assistance Center via the Internet at http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities will supply clarifying information. Search for resolved software issues using the Bug Toolkit at http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the

Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://tools.cisco.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/cisco/web/support/index.html. With some messages, these tools and utilities
will supply clarifying information. Search for resolved software issues using the Bug Toolkit at
http://tools.cisco.com/Support/BugToolKit/. If you still require assistance, open a case with the
Technical Assistance Center via the Internet at
http://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