Wireless LAN Error Messages

This module lists wireless LAN (WLAN) error messages for the Cisco 800, 1800, 2800, and 3800 series integrated services routers, hereafter referred to as an access point or AP.

Finding Feature Information

Your software release may not support all the features documented in this module. For the latest caveats and feature information, see Bug Search Tool and the release notes for your platform and software release. To find information about the features documented in this module, and to see a list of the releases in which each feature is supported, see the feature information table at the end of this module.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to www.cisco.com/go/cfn. An account on Cisco.com is not required.

Information About Wireless LAN Error Messages

Association Management Messages

Error Message

```
DOT11-3-BADSTATE: [mac-address] [chars] [chars] -> [chars]
```
Explanation - 802.11 Association and management uses a table-driven state machine to track and transition an association through various states. A state transition occurs when an association receives one of many possible events. When this error occurs, it means that an association received an event that it did not expect while in this state.

Recommended Action - The system can continue but may lose the association that generates this error. Copy the message exactly as it appears and report it to your technical service representative.

Error Message

```
DOT11-6-ASSOC: Interface [interface], Station [char] [mac] Associated
```
Explanation - A station associated to an access point.

Recommended Action - None.

Error Message

```
DOT11-6-ADD: Interface [interface], Station [mac] Associated to Parent [mac]
```
Explanation - A station associated to an access point.

Recommended Action - None.

Error Message

```
DOT11-6-DISASSOC: Interface [interface], Deauthenticating Station [mac] [char]
```
Explanation - A station disassociated from an access point.

Recommended Action - None.

802.11 Subsystem Messages

Error Message

```
DOT11-6-FREQ_INUSE: Radio frequency [int] is in use
```
Explanation - When scanning for an unused frequency, the unit recognized another radio using the displayed frequency.

Recommended Action - None.

Error Message

```
DOT11-6-FREQ_USED: Radio frequency [int] selected
```
Explanation - After scanning for an unused frequency, the unit selected the displayed frequency.

Recommended Action - None.

Error Message

```
DOT11-4-NO_SSID: No SSIDs configured, radio not started
```
Explanation - All Service Set Identifiers (SSIDs) were deleted from the configuration. At least one must be configured for the radio to run.

Recommended Action - Configure at least one SSID on the access point.

Error Message

```
DOT11-2-RADIO_FAILED: Interface [interface] failed -- [chars]
```
Explanation - The radio driver found a severe error and is shutting down.

Recommended Action - None.

Error Message

```
DOT11-4-CANT_ASSOC: Cannot associate: [chars]
```
Explanation - The unit could not establish a connection to a parent access point for the displayed reason.

Recommended Action - Verify that the basic configuration settings (SSID, Wired Equivalent Privacy [WEP], and others) of the parent access point and this unit match.

Error Message

```
DOT11-4-MAXRETRIES: Packet to client [mac] reached max retries, remove the client
```
Explanation - Delivery of a packet sent to the client failed many times, and the maximum retries limit has been reached. The client is deleted from the association table.

Recommended Action - None.

Error Message

```
DOT11-AUTH_FAILED: Station [mac-address] authentication failed
```
Explanation - The station failed authentication.

Recommended Action - Verify that the user entered the correct username and password, and check that the authentication server is online.

Error Message

```
DOT11-TKIP_MIC_FAILURE: TKIP Michael MIC failure was detected on a packet (TSC=0x0) received
 from [mac-address]
```
Explanation - TKIP Michael MIC failure was detected on a unicast frame decrypted locally with the pairwise key.

Recommended Action - A failure of the Michael MIC in a packet usually indicates an active attack on your network. Search for and remove potential rogue devices from your wireless LAN.

Error Message

```
DOT11-TKIP_MIC_FAILURE_REPORT: Received TKIP Michael MIC failure report from the station
[mac-address] on the packet (TSC=0x0) encrypted and protected by [key] key
```
Explanation - The access point received an EAPOL-key from a station notifying the access point that TKIP Michael MIC failed on a packet sent by this access point.

Recommended Action - None.

Error Message

```
DOT11-TKIP_MIC_FAILURE_REPEATED: Two TKIP Michael MIC failures were detected within [number]
 seconds on [interface] interface. The interface will be put on MIC failure hold state for
 next [number] seconds
```
Explanation - Because MIC failures usually indicate an active attack on your network, the interface will be put on hold for the configured time. During this hold time, stations using TKIP ciphers are disassociated and cannot reassociate until the hold time ends. At the end of the hold time, the interface operates normally.

Recommended Action - Michael MIC failures usually indicate an active attack on your network. Search for and remove potential rogue devices from your wireless LAN. If this is a false alarm and the interface should not be on hold this long, use the **countermeasure tkip hold-time** command to adjust the hold time.

Error Message

```
Multicast received for AP sa [mac-address], da [mac-address], ra cbcb.cbcb.cbcb ta
[mac-address]
```
Explanation - The access point received a direct broadcast or multicast frame in which the dot11 MAC header's RA address field is a broadcast or multicast address.

Recommended Action - None. However, if your access point displays this message frequently, capture these frames with a sniffer for further analysis.

Local Authenticator Messages

Error Message

```
RADSRV-4-NAS_UNKNOWN: Unknown authenticator: [ip-address]
```
Explanation - The local RADIUS server received an authentication request but does not recognize the IP address of the network access server (NAS) that forwarded the request.

Recommended Action - Make sure that every access point on your wireless LAN is configured as a NAS on your local RADIUS server.

Additional References

The following sections provide references related to error and event messages.

Related Documents

Related Topic	Document Title
Cisco IOS wireless LAN commands: complete command syntax, command mode, command history, defaults, usage guidelines, and examples	*Cisco IOS Wireless LAN Command Reference*

Technical Assistance

Description	Link
The Cisco Technical Support website contains thousands of pages of searchable technical content, including links to products, technologies, solutions, technical tips, and tools. Registered Cisco.com users can log in from this page to access even more content.	http://www.cisco.com/techsupport