# Error Message Guide for Cisco Secure User Registration Tool 2.0.*x*

This guide describes the Cisco Secure User Registration Tool (URT) 2.0.*x* error messages, possible causes, and recovery solutions. Use this guide as your first resource in isolating and resolving URT problems.

URT is a complex product to debug. It can be difficult to determine the cause of a problem by reviewing only a single error message or by reviewing only the content of a single log file. Problems are typically revealed by reviewing a series of messages or by reviewing several log files. If any URT components (such as switches, DHCP, PDC, BDCs, and so on) are configured incorrectly, URT might not function properly.

If you are unable to resolve problems using the information in this guide, open a support call with the Cisco TAC.

## CISCO SYSTEMS

**Corporate Headquarters:**
**Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA**

This guide contains the following topics:

# URT 2.0.*x* Administrative Server and VLAN Policy Server Message Syntax

The following syntax is used for the URT 2.0.*x* Administrative Server and VLAN Policy Server (VPS) messages:

```
day month date hh:mm:ss region year <message level>: (class name) msg
```

The <*message level*> falls into one of the following categories and is handled as follows:

| Messages of This Level... | Are... |
|---|---|
| ALWAYS | Always written to the log files. |
| FATAL_ERROR | Always written to the log files when errors occur. |
| ERROR | Always written to the log files when errors occur. |
| TRACE/PERFORMANCE | Written to the log files only when trace is enabled. |
| DEBUG | Used by the Cisco URT engineering team. Do not enable debug level unless requested to do so by the engineering team. |
| STACKTRACEERROR <*err msg with stack trace*> | Always written to the log files when errors occur. |

The *(class name)* indicates where the message originated.

# URT 2.0.*x* Client Message Syntax

The following syntax is used for the URT 2.0.*x* client messages:

```
<program name> day month date hh:mm:ss year: message
```

The *<program name>* indicates where the message originated—from either OnOffHandler or UrtService.

**Note** This document describes only fatal error, error, and stack trace error messages.

# Administrative Server Messages

- Unable to open file for reading URT attributes from: <data file name>
- Unable to open file for reading URT attributes from: <data file name> loading from temporary file
- Error loading URT attributes from file "<data file name>": <exception>
- Unable to open file for writing URT data to: "<data file name>"
- Error writing URT data to file <data file name>: <exception>
- Packet is null and can not be sent from datagram socket "<socket name>" on port = <port number>
- (Stack Trace error) Error applying datagram socket method <socket name> on port = <port number> <exception>
- Unable to add task item to queue "<scheduler name>" because queue limit has been reached
- Error accepting socket: <exception>
- Error applying socket method: <exception>
- (Stack Trace error) Exception in thread (<scheduler name>-<thread number>), <exception>
- (Stack Trace error) Fatal Error in thread (<scheduler name>-<thread number>), <error>
- (Fatal error) All threads and the main process will be terminated at this time.

- Unable to determine IP address for switch '<switch name>'. Device will not be imported

- Unable to import switch '<switch IP address>'. Check community strings for device

- Unable to load devices from CiscoWorks2000 server

- Unable to load Vlans from CiscoWorks2000 server

- Unable to load MAC addresses from CiscoWorks2000 server

- Unable to create XML output VMPS Server attributes: <IOException>

- Unable to send updates to <Admin server IP address> port <Admin server port number>

- Unable to send updates to <Admin server IP address> port <Admin server port number>: <IOException>

- Error reading data from packet '<host IP address>'

- Error replying with history packets to URT Administrative Interface: <admin server IP address>

- Failed to install client service: <error>

- Socket now closed for '<host IP address>' <NullPointerException>

- (Stack Trace error) Fatal exception reading packet from '<host IP address>', <exception>

- Error sending load packets to URT VPS Server: <VPS IP address>

- Unable to determine the IP address of the server

- Error loading SNMP community strings: <exception>

- Error creating message for event bus: <TibrvException>

- Exception opening event bus implementation: <TibrvException>

- Failed to create transport for event bus: <TibrvException>

- Failed to set subject for message: <TibrvException>

- Error sending message on event bus: <TibrvException>

- Unable to determine domain controllers for domain: <domain name>

- Unable to refresh groups for domain: <domain name> and group: <group name> because no access attributes exist for domain

- Failed to refresh users from domain controller: <domain controller name> for domain: <domain name> and group: <group name>

- Failed to refresh users for domain: <domain name> and group: <group name>

- Unable to determine the PDC for domain: <domain name>

- (Stack Trace error) Exception in group refresh task thread <exception>

- (Stack Trace error) Fatal Error in group refresh task thread <error>

- Error During Creation of Permanent History File to Copy from the Temporary One: <exception>

- SocketException in Creating Sockets <socketException>

- IOException in Creating Sockets <IOException>

- Could not set the history directory: <history directory>

- Unable to load properties file: urtserver.properties

- Unable to determine host IP address: <UnknownHostException>

- Unable to create XML output VMPS Server attributes change: <IOException>

- Unable to establish connection for sending updates to <VPS server IP address> port <VPS server port number>: <exception>

- Unable to send updates to <VPS server IP address> port <VPS server port number>: <IOException>

- Unable to create XML output watch VMPS Server Log File: <IOException>

- Unable to create XML output VTP domain change: <IOException>

- Unable to create XML output URT options: <IOException>

- Unable to create XML output domain associations: <IOException>

- Unable to create XML output associations: <IOException>

- Unable to create XML output group memberships: <IOException>

- Unable to create XML output devices: <IOException>

**Error Message** `Unable to open file for reading URT attributes from:` `<data file name>`

 **Explanation**  Could not open the specified XML file.

 **Recommended Action**  Determine if the file exists. If it exists, verify the permission.

Back to Administrative Server Messages list.

**Error Message** `Unable to open file for reading URT attributes from:` `<data file name> loading from temporary file`

 **Explanation**  Could not open the specified XML file. If a temporary XML file exists, rename it to *<data file name>*. The Administrative Server will try again to open *<data file name>*.

 **Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Error loading URT attributes from file` `"<data file name>": <exception>`

 **Explanation**  Could not load the specified XML file as indicated by *<exception>*.

 **Recommended Action**  Verify that the file format is correct. Stop the Administrative server service, then remove the specified XML file. If the XML file was backed up, restore the file from the backup copy, then restart the Administrative server service. If the file was not backed up, restart the Administrative server service, then reconfigure the setting.

Back to Administrative Server Messages list.

**Error Message** `Unable to open file for writing URT data to:` `"<data file name>"`

    **Explanation**  Could not open the specified XML file for write access.

    **Recommended Action**  Determine if another program has locked the file. If it has, release the file.

Back to Administrative Server Messages list.

**Error Message** `Error writing URT data to file <data file name>:` `<exception>`

    **Explanation**  Could not write data to the specified XML file as indicated by *<exception>*. The file is not saved.

    **Recommended Action**  Use the information in *<exception>* to determine the cause of the error. Delete the specified XML file, then reconfigure the setting.

Back to Administrative Server Messages list.

**Error Message** `Packet is null and can not be sent from datagram` `socket "<socket name>" on port = <port number>`

    **Explanation**  The packet is null.

    **Recommended Action**  No action is necessary. Treat this message like a warning.

Back to Administrative Server Messages list.

**Error Message** `(Stack Trace error) Error applying datagram socket method <`*`socket name`*`> on port = <`*`port number`*`> <`*`exception`*`>`

**Explanation**  Failed to call run method when thread started, as indicated by *<exception>*.

**Recommended Action**  Review the stack message to determine the source of the problem. Make a note of the stack messages (paste them into a text file), and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

Back to Administrative Server Messages list.

**Error Message** `Unable to add task item to queue "<`*`scheduler name`*`>" because queue limit has been reached`

**Explanation**  Could not add this task to the scheduler.

**Recommended Action**  Open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Error accepting socket: <`*`exception`*`>`

**Explanation**  Could not accept socket as indicated by *<exception>*.

**Recommended Action**  No action is necessary. If this error occurs consistently, check the network, and open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Error applying socket method: <`*`exception`*`>`

**Explanation**  Could not apply socket as indicated by *<exception>*.

**Recommended Action**  No action is necessary. If this error occurs consistently, check the network, and open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** (Stack Trace error) Exception in thread
(*<scheduler name>-<thread number>*), *<exception>*

> **Explanation** The scheduler thread encountered a problem as indicated by
> *<exception>*.

> **Recommended Action** No action is necessary. If this error occurs consistently,
> check the network, and open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** (Stack Trace error) Fatal Error in thread
(*<scheduler name>-<thread number>*), *<error>*

> **Explanation** The scheduler thread encountered a problem as indicated by
> *<error>*. This error message always occurs before this Fatal Error message:

> All threads and the main process will be terminated at this time.

> **Recommended Action** Stop the Administrative server, then restart it. If this error
> occurs consistently, check the network, and open a support call with the Cisco
> TAC.

Back to Administrative Server Messages list.

**Error Message** (Fatal error) All threads and the main process will
be terminated at this time.

> **Explanation** The main process (urtAdmin) will be terminated. This error
> message always occurs after this Stack Trace Error message:

> Fatal Error in thread (*<scheduler name>-<thread number>*), *<error>*

> **Recommended Action** Stop the Administrative server, then restart it. If this error
> occurs consistently, check the network, and open a support call with the Cisco
> TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to determine IP address for switch '<switch name>'. Device will not be imported`

   **Explanation** The Administrative server generated an UnknownHostException when it imported switches from CiscoWorks2000. The specified device will not be imported.

   **Recommended Action** Check the CiscoWorks2000 data to determine the cause of the problem.

Back to Administrative Server Messages list.

**Error Message** `Unable to import switch '<switch IP address>'. Check community strings for device`

   **Explanation** The Administrative server generated an Exception when it imported switches to URT. The specified device will not be imported.

   **Recommended Action** Verify the community strings for this device.

Back to Administrative Server Messages list.

**Error Message** `Unable to load devices from CiscoWorks2000 server`

   **Explanation** The connection to the CiscoWorks2000 server has failed, or the CiscoWorks2000 database is corrupt.

   **Recommended Action** Check the connection between the Administrative server and the CiscoWorks2000 server. Check the CiscoWorks2000 database to determine the cause of the problem.

Back to Administrative Server Messages list.

**Error Message** `Unable to load Vlans from CiscoWorks2000 server`

> **Explanation** The connection to the CiscoWorks2000 server has failed, or the CiscoWorks2000 database is corrupt.

> **Recommended Action** Check the connection between the Administrative server and the CiscoWorks2000 server. Check the CiscoWorks2000 database to determine the cause of the problem.

Back to Administrative Server Messages list.

**Error Message** `Unable to load MAC addresses from CiscoWorks2000 server`

> **Explanation** The connection to the CiscoWorks2000 server has failed, or the CiscoWorks2000 database is corrupt.

> **Recommended Action** Check the connection between the Administrative server and the CiscoWorks2000 server. Check the CiscoWorks2000 database to determine the cause of the problem.

Back to Administrative Server Messages list.

**Error Message** `Unable to create XML output VMPS Server attributes:` <*IOException*>

> **Explanation** Could not create the UrtVmpsServerAttributes.xml file.

> **Recommended Action** Stop the Administrative server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to send updates to <Admin server IP address> port <Admin server port number>`

    **Explanation**  Could not send updates from the Administrative interface to the Administrative server because the print stream encountered an error, in either the underlying output stream or during a format conversion. The UrtAdminServerAttribute.xml data will be removed.

    **Recommended Action**  Stop the Administrative server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to send updates to <Admin server IP address> port <Admin server port number>: <IOException>`

    **Explanation**  Unable to send the updates from the Administrative interface to the Administrative server as indicated by *<IOException>*.

    **Recommended Action**  Stop the Administrative server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Error reading data from packet '<host IP address>'`

    **Explanation**  The packet type is null and the socket will be closed.

    **Recommended Action**  No action is necessary. The socket will eventually be recreated. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Error replying with history packets to URT Administrative Interface: <admin server IP address>`

**Explanation**  Could not reply to the query of history events from the URT Administrative interface because of an IOException.

**Recommended Action**  Close the URT Administrative interface, then relaunch it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Failed to install client service: <error>`

**Explanation**  During Auto_Install, the client service installation failed as indicated by *<error>*.

**Recommended Action**  Using the information provided in *<error>*, try to determine the cause of the problems. If you still cannot determine the cause, and if this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Socket now closed for '<host IP address>' <NullPointerException>`

**Explanation**  Socket is closed because of *<NullPointerException>*.

**Recommended Action**  Record the error messages, then open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `(Stack Trace error) Fatal exception reading packet from '<host IP address>', <exception>`

**Explanation**   Could not read a packet from the *<host IP address>* as indicated by *<exception>*. The packet data will be dumped after this Stack Trace Error message.

**Recommended Action**   Record the error messages, then open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Error sending load packets to URT VPS Server: <VPS IP address>`

**Explanation**   Could not send the load packets to *<VPS IP address>*. This error occurs when the Administrative server replies to the VPS with a load or difference load request. The socket is then closed. The following situations can generate this message:

- The print stream has encountered an error, on either the underlying output stream or during a format conversion
- An IOException occurred when writing to the output stream.

**Recommended Action**   Validate the format of all XML files on the Administrative Server. Stop the Administrative Server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to determine the IP address of the server`

**Explanation**   Could not determine the IP address of the Administrative Server.

**Recommended Action**   Use the ipconfig all command to verify the Administrative Server IP configuration. Try to determine why there is no IP address.

Back to Administrative Server Messages list.

**Error Message** `Error loading SNMP community strings: <exception>`

**Explanation**  Could not load the SNMP community strings as indicated by *<exception>*.

**Recommended Action**  Check the community strings for switches.

Back to Administrative Server Messages list.

**Error Message** `Error creating message for event bus: <TibrvException>`

**Explanation**  Could not create a message for the event bus as indicated *<TibrvException>*. This user event (logon or logoff) or client event (newMac) will not be published, nor written to the History log file.

**Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Exception opening event bus implementation: <TibrvException>`

**Explanation**  Could not open the Tibco event bus as indicated by *<TibrvException>*.

**Recommended Action**  Reboot the Administrative Server. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Failed to create transport for event bus: <TibrvException>`

**Explanation** Could not create a transport for the event as indicated by *<TibrvException>*.

**Recommended Action** Reboot the Administrative Server. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Failed to set subject for message: <TibrvException>`

**Explanation** Could not set a subject for the event as indicated by *<TibrvException>*.

**Recommended Action** Reboot the Administrative Server. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Error sending message on event bus: <TibrvException>`

**Explanation** Could not send a message on the event bus as indicated by *<TibrvException>*.

**Recommended Action** No action is necessary.If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to determine domain controllers for domain: <domain name>`

**Explanation** Could not find the *<domain name>* domain controller because the server might be down.

**Recommended Action** Verify that the *<domain name>* server is up running. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to refresh groups for domain: <`*`domain name`*`>` `and group: <`*`group name`*`> because no access attributes exist for` `domain`

    **Explanation** Could not refresh groups for *<domain name>* and *<group name>* because no access attributes exist for the domain. The group memberships will not be refreshed.

    **Recommended Action** Verify that the group refresh order setting and the data format of the urtDomain.xml file is correct. If this error occurs consistently, open a support call with the Cisco TAC.

Back to list.

**Error Message** `Failed to refresh users from domain controller:` `<`*`domain controller name`*`> for domain: <`*`domain name`*`> and group:` `<`*`group name`*`>`

    **Explanation** Could not refresh users from *<domain controller name>*. This error occurs when URT fails to refresh users from the Primary Domain Controller (PDC) or Backup Domain Controllers (BDCs). URT first tries to refresh the users from the PDC. If that refresh fails, URT next tries to refresh the users from the BDCs. If all refresh attempts (from the PDC and BDCs) fail, the following error occurs:

```
 Failed to refresh users for domain: <domain name> and group:
 <group name>
```

    **Recommended Action** No action is necessary.

Back to list.

**Error Message** `Failed to refresh users for domain: <`*`domain name`*`> and group: <`*`group name`*`>`

> **Explanation** Could not refresh users from all domain controllers (PDC and BDCs).

> **Recommended Action** Verify that the configuration of the Primary Domain Controller (PDC) and Backup Domain Controllers (BDCs) are correct. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to determine the PDC for domain: <`*`domain name`*`>`

> **Explanation** Could not refresh users from all domain controllers (PDC and BDCs).

> **Recommended Action** Verify that the configuration of the PDC and BDCs are correct. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `(Stack Trace error) Exception in group refresh task thread <`*`exception`*`>`

> **Explanation** Could not refresh the group as indicated by *<exception>*.

> **Recommended Action** Review the stack message to determine the cause of the problem. Make a note of the stack messages (paste them into a text file), then open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

Back to Administrative Server Messages list.

**Error Message** `(Stack Trace error) Fatal Error in group refresh task thread <error>`

**Explanation** Could not refresh the group as indicated by *<error>*.

**Recommended Action** Review the stack message to determine the cause of the problem. Make a note of the stack messages (paste them into a text file), then open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

Back to Administrative Server Messages list.

**Error Message** `Error During Creation of Permanent History File to Copy from the Temporary One: <exception>`

**Explanation** Could not copy the original History file or reopen the current History log file.

**Recommended Action** Review the *<exception>* message to determine the problem.

Back to Administrative Server Messages list.

**Error Message** `SocketException in Creating Sockets <socketException>`

**Explanation** Could not create the listening socket for URT client connection messages as indicated by *<socketException>*.

**Recommended Action** Review the *<socketException>* message to determine the cause of the problem, then reboot the Administrative Server. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `IOException in Creating Sockets <`*IOException*`>`

**Explanation** Could not create the listening socket for the URT client connection messages as indicated by <*IOException*>.

**Recommended Action** Review the <*IOException*> message to determine the problem, then reboot the Administrative Server. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Could not set the history directory:` `<`*history directory*`>`

**Explanation** Could not set the history directory.

**Recommended Action** Verify the UrtUserHistoryStatus.xml file format and data. Stop then restart the Administrative Server service. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to load properties file: urtserver.properties`

**Explanation** Could not load the urtserver.properties file.

**Recommended Action** Verify the urtserver.properties file format and data. Stop then restart the Administrative Server service. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to determine host IP address:` `<UnknownHostException>`

    **Explanation** Could not determine the Administrative server IP address as indicated by *<UnknownHostException>*.

    **Recommended Action** Use the ipconfig all command to verify the Administrative Server IP configuration. Try to determine why there is no IP address.

Back to Administrative Server Messages list.

**Error Message** `Unable to create XML output VMPS Server attributes` `change: <IOException>`

    **Explanation** Could not create XML output for the change of VPS attributes as indicated by *<IOException>*. The updated data is not sent to the URT VPSs.

    **Recommended Action** Review the *<IOException>* message to determine the cause of the problem. Stop then restart the Administrative Server service. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to establish connection for sending updates` `to <VPS server IP address> port <VPS server port number>:` `<exception>`

    **Explanation** Could not establish connection to *<VPS server IP address>* as indicated by *<exception>*. The updated data is not sent to the URT VPSs.

    **Recommended Action** Check the network connection between the URT Administrative server and the URT VPS. Stop the Administrative server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to send updates to <VPS server IP address> port <VPS server port number>: <IOException>`

**Explanation** Could not write XML data to the output writer as indicated by *<IOException>*. The updated data is not sent to the URT VPSs.

**Recommended Action** Review the *<IOException>* message to determine the cause of the problem. Stop the Administrative Server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to create XML output watch VMPS Server Log File: <IOException>`

**Explanation** Could not create XML output for the watch VPS Log File as indicated by *<IOException>*. The updated data is not sent to the URT VPSs.

**Recommended Action** Review the *<IOException>* message to determine the cause of the problem. Stop the Administrative Server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to create XML output VTP domain change: <IOException>`

**Explanation** Could not create XML output for the changed VTP domain as indicated by *<IOException>*. The updated data is not sent to the URT VPSs.

**Recommended Action** Review the *<IOException>* message to determine the cause of the problem. Stop the Administrative Server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to create XML output URT options:` `<`*`IOException`*`>`

> **Explanation**   Could not create XML output for the changed URT options as indicated by *<IOException>*. The updated data is not sent to the URT VPSs.

> **Recommended Action**   Review the *<IOException>* message to determine the cause of the problem. Stop the Administrative server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to create XML output domain associations:` `<`*`IOException`*`>`

> **Explanation**   Could not create XML output for the changed domain associations as indicated by *<IOException>*. The updated data is not sent to the URT VPSs.

> **Recommended Action**   Review the *<IOException>* message to determine the cause of the problem. Stop the Administrative server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to create XML output associations:` `<`*`IOException`*`>`

> **Explanation**   Could not create XML output for the changed associations as indicated by *<IOException>*. The updated data is not sent to the URT VPSs.

> **Recommended Action**   Review the *<IOException>* message to determine the source of the problem. Stop the Administrative server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to create XML output group memberships:` `<IOException>`

> **Explanation**  Could not create XML output for the changed group memberships as indicated by *<IOException>*. The updated data is not sent to the URT VPSs.

> **Recommended Action**  Review the *<IOException>* message to determine the cause of the problem. Stop the Administrative Server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

**Error Message** `Unable to create XML output devices: <IOException>`

> **Explanation**  Could not create XML output for the changed devices as indicated by *<IOException>*. The updated data is not sent to the URT VPSs.

> **Recommended Action**  Review the *<IOException>* message to determine the cause of the problem. Stop the Administrative Server service, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Administrative Server Messages list.

# VLAN Policy Server (VPS) Messages

- Unable to open file for reading URT attributes from: <data file name>
- Unable to open file for reading URT attributes from: <data file name> loading from temporary file
- Error loading URT attributes from file "<data file name>": <exception>
- Unable to open file for writing URT data to: "<data file name>"
- Error writing URT data to file <data file name>: <exception>
- Packet is null and can not be sent from datagram socket "<socket name>" on port = <port number>
- (Stack Trace error) Error applying datagram socket method <socket name> on port = <port number> <exception>
- Unable to add task item to queue "<scheduler name>" because queue limit has been reached

- Error accepting socket: \<exception\>

- Error applying socket method: \<exception\>

- (Stack Trace error) Exception in thread
  (\<scheduler name\>-\<thread number\>), \<exception\>

- (Stack Trace error) Fatal Error in thread
  (\<scheduler name\>-\<thread number\>), \<error\>

- (Fatal error) All threads and the main process will be terminated at this time.

- URT Administrative Server has not been configured. Unable to connect to
  URT Administrative Server

- Error loading URT VPS Server data from disk

- Error loading URT VTP domain data from disk

- Error loading URT device data from disk

- Error loading URT association data from disk

- Error loading URT group membership data from disk

- Error loading URT options data from disk

- Error sending packet to VMPS Server

- Unable to connect to URT Administrative Server
  '\<Administrative server IP\>.\<port number\>'

- Failed to send data to URT Administrative Server
  '\<Administrative server IP\>.\<port number\>'

- Error sending load packets to URT VPS Server: \<local VPS server IP\>

- Unable to get the input stream for the socket

- Unable to parse XML data from the URT Admin Server: \<IOException\>

- Error reading data from packet '\<Administrative server IP\>'

- Packet sent from '\<input socket host IP\>' is not the current URT Admin
  Server and will be ignored

- (Stack Trace error) Exception in thread (UrtAutoInstallTask) \<exception\>

- (Stack Trace error) Error in thread (UrtAutoInstallTask) \<error\>

- Unknown client opcode!

- Send CONTINUE_ON_SAME_SUBNET to client failed.

- Send CONTINUE_ON_NEW_SUBNET to client failed.

- Send OPCODE_BUSY to client failed.

- Packet from client '<client IP>' is not correctly formatted

- Packet from client '<client IP>' is an unknown host

- MAC <MAC address> stays on current VLAN since NO LOGON VLAN assigned

- Unable to get device interface for: <switch IP address>

- Unable to get device interface names for: <switch IP address>

- Unable to find interface number for interface: <port number>

- Unable to get port VLAN from switch: <switch IP address> <exception>

- Unable to get VLAN number from switch: <switch IP address>

- Unable to find VLAN entries for VTP domain: <vtp Domain name>

- Error doing a reconfirm of VMPS Servers on device '<switch IP address>': <exception>

- Bad DISCOVER packet from: <IP address> data: <packet string>

- Send DISCOVER_REPLY to client failed.

- Unknown discover opcode!

- Error sending event to URT Admin Server: <exception>

- Closing the URT Admin Server socket since no response from URT Admin Server

- Can not set the csv file UrtEvents.csv for writing data

- Can not set the csv file UrtEventsStartLineNums.dat for writing data

- Unable to create URT event: <IOException>

- Unable to connect to URT Administrative Server '<URT Administrative Server IP address>.<port number>' <IOException>

- Can not get the start line number from UrtEventsStartLineNums.dat

- Can not convert the csv file UrtEvents.csv to xml format

- Total <number of lines> lines are not the proper CSV format from file: UrtEvents.csv

- Fail to delete file <file name>

- Connection to URT Administrative Server
  '<URT Administrative Server IP address>.<port number>' has not been
  established

- Failed to send data to URT Administrative Server
  '<Administrative server IP>'.<port number> <exception>

- Failed to send data to URT Administrative Server
  '<Administrative server IP>'.<port number>' <IOException>

- (Stack Trace error) Exception in sending URT Event <exception>

- (Stack Trace error) Error in sending URT Event <error>

- Bad Inet Address <IP address>

- Unable to write peer update attributes to document: <exception>

- Unable to establish connection for sending peer updates to <VPS IP address>
  port <port number>: <exception>

- Unable to send updates to <VPS IP address> port
  <port number>:<IOException>

- Unable to load properties file: urtserver.properties

- Invalid request type

- The switch '<switch IP address>' has not been added into URT. The device
  may not function properly

- No Logon VLAN has been configured for VTP domain '<domain name>'.
  Unable to reply to switch

- Could not get vlan for: <client mac address> <port number> <domain name>

- Unknown version in VQP Packet

- IOException in Send to switch

- Closing watch server logfile socket due to failure in writing data

- Connection was lost to URT Admin Server during a database update

- (Stack Trace error) Exception in thread (UrtSystemCheckTask) <exception>

- (Stack Trace error) Exception in thread (UrtSystemCheckTask) <error>

- VQP Packet Invalid: <string>

- VTP Domain '<VTP domain name>' VLAN '<vlan name>' has no subnet
  addresses configured

- Unable to create discover socket connection
- Unknown host exception in sending packet to '<VPS IP address>'
- Error sending discover packet to '<VPS IP address>' on port = <port number>
- Failed to get discover packet
- Failed to receive response from keep alive discover packet to URT VPS server '<VPS IP address>' on port = <port number> attempt number: <attempt number>
- Keep alive discover packet to URT VPS server '<VPS IP address>' on port = <port number> failed

**Error Message** `Unable to open file for reading URT attributes from:` `<data file name>`

**Explanation**  Could not open the specified XML file.

**Recommended Action**  Determine if the file exists. If it exists, verify the permission.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to open file for reading URT attributes from:` `<data file name> loading from temporary file`

**Explanation**  Could not open the specified XML file. If a temporary XML file exists, rename it to *<data file name>*. The VPS will try again to open *<data file name>*.

**Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error loading URT attributes from file "<data file name>": <exception>`

  **Explanation**  Could not load the specified XML file as indicated by *<exception>*.

  **Recommended Action**  Verify that the file format is correct. Stop the UrtVmpsServer process and remove the specified XML file. Restart the UrtVmpsServer process; the XML file is copied from the Administrative Server.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to open file for writing URT data to: "<data file name>"`

  **Explanation**  Could not open the specified XML file for writing.

  **Recommended Action**  Determine if another program has locked the file. If it has, release the file.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error writing URT data to file <data file name>: <exception>`

  **Explanation**  Could not write data to the specified XML file as indicated by *<exception>*. The file is not saved.

  **Recommended Action**  Use the information in *<exception>* to determine the cause of the error. Delete the specified XML file.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Packet is null and can not be sent from datagram socket "<`*`socket name`*`>" on port = <`*`port number`*`>`

**Explanation** Packet is null.

**Recommended Action** No action is necessary. Treat this message like a warning.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `(Stack Trace error) Error applying datagram socket method <`*`socket name`*`> on port = <`*`port number`*`> <`*`exception`*`>`

**Explanation** Fail to call run method when thread started, as indicated by *<exception>*.

**Recommended Action** Review the stack message to determine the cause of the problem. Make a note of the stack messages (paste them into a text file), then open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to add task item to queue "<`*`scheduler name`*`>" because queue limit has been reached`

**Explanation** Could not add task to the scheduler.

**Recommended Action** Open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error accepting socket: <`*`exception`*`>`

**Explanation** Could not accept socket as indicated by *<exception>*.

**Recommended Action** No action is necessary. If this error occurs consistently, check the network, and open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error applying socket method: <exception>`

**Explanation** Could not apply socket as indicated by *<exception>*.

**Recommended Action** No action is necessary. If this error occurs consistently, check the network, and open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `(Stack Trace error) Exception in thread (<scheduler name>-<thread number>), <exception>`

**Explanation** The scheduler thread encountered a problem as indicated by *<exception>*.

**Recommended Action** No action is necessary. If this error occurs consistently, check the network, and open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `(Stack Trace error) Fatal Error in thread (<scheduler name>-<thread number>), <error>`

**Explanation** The scheduler thread encountered a problem as indicated by *<error>*. This error message always occurs before this Fatal Error message:

```
 All threads and the main process will be terminated at this time.
```

**Recommended Action** Stop the UrtVmpsServer process, then restart it. If this error occurs consistently, check the network, and open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `(Fatal error) All threads and the main process will be terminated at this time.`

**Explanation** The main process (urtVmpsServer) will be terminated. This error message always occurs after this Stack Trace Error message:

`Fatal Error in thread (<scheduler name>-<thread number>), <error>`

**Recommended Action** Stop the UrtVmpsServer process, then restart it. If this error occurs consistently, check the network, and open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `URT Administrative Server has not been configured. Unable to connect to URT Administrative Server`

**Explanation** This VPS could not connect to the URT Administrative Server.

**Recommended Action** Launch the URT Administrative interface, then verify the configuration of the VPS to make sure the VPS was added to the list on the URT Administrative interface.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error loading URT VPS Server data from disk`

**Explanation** Could not load VPS data from disk in the VPS initial state; therefore, the VPS will request the difference load from the URT Administrative Server to obtain the updated information. The synchronization of the UrtVmpsSevers.xml file will be fixed automatically by loading data from the URT Administrative Server.

**Recommended Action** No action is necessary.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error loading URT VTP domain data from disk`

**Explanation** Could not load VTP domain data from disk in the VPS initial state; therefore, the VPS will request the difference load from the URT Administrative Server to obtain the updated information. The synchronization of the UrtVtpDomains.xml file will be fixed automatically by loading data from the URT Administrative Server.

**Recommended Action** No action is necessary.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error loading URT device data from disk`

**Explanation** Could not load device data from disk in the VPS initial state; therefore, the VPS will request the difference load from the URT Administrative Server to obtain the updated information. The synchronization of the UrtDevices.xml file will be fixed automatically by loading data from the URT Administrative Server.

**Recommended Action** No action is necessary.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error loading URT association data from disk`

**Explanation** Could not load association data from disk in the VPS initial state; therefore, the VPS will request the difference load from the URT Administrative Server to obtain the updated information. The synchronization of the UrtAssociations.xml file will be fixed automatically by loading data from the URT Administrative Server.

**Recommended Action** No action is necessary.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error loading URT group membership data from disk`

**Explanation**  Could not load group membership data from disk in the VPS initial state; therefore, the VPS will request the difference load from the URT Administrative Server to obtain the updated information. The synchronization of the UrtGroupMemberships.xml file will be fixed automatically by loading data from the URT Administrative Server.

**Recommended Action**  No action is necessary.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error loading URT options data from disk`

**Explanation**  Could not load options data from disk in the VPS initial state; therefore, the VPS will request the difference load from the URT Administrative Server to obtain the updated information. The synchronization of the UrtOptions.xml file will be fixed automatically by loading data from URT Administrative Server.

**Recommended Action**  No action is necessary.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error sending packet to VMPS Server`

**Explanation**  Could not send the packet to the local VPS in the VPS initial state; therefore, the VPS cannot load any XML data from the local disk. The VPS will request the difference load from the URT Administrative Server to obtain the updated information. The synchronization of the XML files will be fixed automatically by loading data from URT Administrative Server.

**Recommended Action**  No action is necessary.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to connect to URT Administrative Server '<Administrative server IP>.<port number>'`

    **Explanation** Could not connect to URT Administrative Server.

    **Recommended Action** Check the network to determine the cause of this connection problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Failed to send data to URT Administrative Server '<Administrative server IP>.<port number>'`

    **Explanation** Could not send data to the URT Administrative Server. Therefore, the XML data files might not be in sync on the URT Administrative Server and the VPS, or user/client events will not be sent to the URT Administrative Server.

    **Recommended Action** Check the network to determine the cause of this connection problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error sending load packets to URT VPS Server: <local VPS server IP>`

    **Explanation** Failed to send "load packets" to the local URT VPS.

    **Recommended Action** Stop the UrtVmpsServer process, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to get the input stream for the socket`

**Explanation** Could not get the input XML stream from the URT Administrative Server.

**Recommended Action** Check the network to determine the cause of this connection problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to parse XML data from the URT Admin Server:` *<IOException>*

**Explanation** Could not parse XML data from the URT Administrative Server as indicated by *<IOException>*. The socket will be closed.

**Recommended Action** Determine the cause of this parsing problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error reading data from packet` `'`*<Administrative server IP>*`'`

**Explanation** The packet type, received from the URT Administrative Server, is NULL. The socket will be closed.

**Recommended Action** Check the packets inbound from the VPS and outbound from the URT Administrative Server. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Packet sent from '<input socket host IP>' is not the current URT Admin Server and will be ignored`

**Explanation** The packet is not from the current URT Administrative Server and will be ignored.

**Recommended Action** No action is necessary.Treat this message like a warning.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `(Stack Trace error) Exception in thread (UrtAutoInstallTask) <exception>`

**Explanation** Urt Auto Install failed as indicated by *<exception>*.

**Recommended Action** Review the stack message to determine the cause of the problem. Make a note of the stack messages (paste them into a text file), and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `(Stack Trace error) Error in thread (UrtAutoInstallTask) <error>`

**Explanation** Urt Auto Install failed as indicated by *<error>*.

**Recommended Action** Review the stack message to determine the source of the problem. Make a note of the stack messages (paste them into a text file), and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message**  `Unknown client opcode!`

> **Explanation**  A packet received from a client was not a LOGON, LOGOFF, SYNC, AUTO_INSTALL, GETVLAN or SETVLAN packet.

> **Recommended Action**  Determine which client sent this packet to the VPS. Check the client log to determine the cause of the problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.


**Error Message**  `Send CONTINUE_ON_SAME_SUBNET to client failed.`

> **Explanation**  Could not send a CONTINUE_ON_SAME_SUBNET packet to the client. The client will time out and retry.

> **Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.


**Error Message**  `Send CONTINUE_ON_NEW_SUBNET to client failed.`

> **Explanation**  Could not send a CONTINUE_ON_ NEW _SUBNET packet to the client. The client will time out and retry.

> **Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.


**Error Message**  `Send OPCODE_BUSY to client failed.`

> **Explanation**  Could not send an OPCODE_BUSY packet to the client. The client will time out and retry.

> **Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message**  `Packet from client '<client IP>' is not correctly formatted`

> **Explanation**  Because the packet received from the client was not formatted correctly, it will be ignored. The client will time out and retry.

> **Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message**  `Packet from client '<client IP>' is an unknown host`

> **Explanation**  Because the packet received from the client originated from an unknown host, it will be ignored. The client will time out and retry.

> **Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message**  `MAC <MAC address> stays on current VLAN since NO LOGON VLAN assigned`

> **Explanation**  Because no logon VLAN was assigned, the client will remain in the current VLAN. The VPS will send a CONTINUE_ON_SAME_SUBNET packet to the client.

> **Recommended Action**  Launch the URT Administrative Interface, then configure the LOGON VLAN for the switch to which the client system connects.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** Unable to get device interface for:
<*switch IP address*>

> **Explanation** Could not located this switch in the VPS switch table; therefore, switch information is not available.

> **Recommended Action** Use the URT Administrative interface to check the switch configuration. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** Unable to get device interface names for:
<*switch IP address*>

> **Explanation** Could not located this switch in the VPS switch table; therefore, switch information is not available.

> **Recommended Action** No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** Unable to find interface number for interface:
<*port number*>

> **Explanation** Could not located this switch in the VPS switch table; therefore, switch information is not available.

> **Recommended Action** No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to get port VLAN from switch:`
`<switch IP address> <exception>`

> **Explanation**  Could not obtain VLAN information from the
> *<switch IP address>* port as indicated by *<exception>*.

> **Recommended Action**  Using the information provided in *<exception>*, try to
> determine the cause of the problem. If this error occurs consistently, open a
> support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to get VLAN number from switch:`
`<switch IP address>`

> **Explanation**  Could not obtain VLAN information from the switch.

> **Recommended Action**  Use TELNET to access the switch, then verify the port
> VLAN configuration. If this error occurs consistently, open a support call with
> the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to find VLAN entries for VTP domain:`
`<vtp Domain name>`

> **Explanation**  Could not obtain VLAN information from the VTP domain.

> **Recommended Action**  No action is necessary. If this error occurs consistently,
> open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error doing a reconfirm of VMPS Servers on device '<switch IP address>': <exception>`

**Explanation** Could not reconfirm the VPS on the *<switch IP address>* as indicated by *<exception>*.

**Recommended Action** Verify the switch VMPS configuration. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Bad DISCOVER packet from: <IP address> data: <packet string>`

**Explanation** A bad DISCOVER packet was received from *<IP address>* (from a client or peer URT VPS). This packet will be ignored. Another DISCOVER packet will be sent again from the same client or VPS.

**Recommended Action** No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Send DISCOVER_REPLY to client failed.`

**Explanation** Could not send a DISCOVER_REPLY packet to a client.

**Recommended Action** No action is necessary. If this error occurs consistently, check the network, and open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unknown discover opcode!`

**Explanation** The OPCODE of this DISCOVER packet is not DISCOVER. A bad DISCOVER packet was sent, or the packet was sent to the wrong port.

**Recommended Action** No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error sending event to URT Admin Server: <exception>`

> **Explanation**  Could not send the user/client event to the URT Administrative Server as indicated by *<exception>*.

> **Recommended Action**  Using the information provided in *<exception>*, try to determine the cause of the problems. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Closing the URT Admin Server socket since no response from URT Admin Server`

> **Explanation**  The socket was closed because there was no response from the URT Administrative Server. The socket will be recreated.

> **Recommended Action**  Check the network connection between this VPS and the URT Administrative Server. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Can not set the csv file UrtEvents.csv for writing data`

> **Explanation**  Could not set UrtEvents.csv file for writing data. No user/client events will be written to UrtEvents.csv file. No user/client events will be saved if the URT Administrative Server service is stopped.

> **Recommended Action**  Stop the UrtVmpsServer process, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Can not set the csv file UrtEventsStartLineNums.dat for writing data`

**Explanation**  Could not set UrtEventsStartLineNums.dat file for writing data. If there is an interruption when the saved events data is being transferred from the URT VPS to the URT Administrative Server, all saved events will be resent again.

**Recommended Action**  Stop the UrtVmpsServer process, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to create URT event: <IOException>`

**Explanation**  Could not create the URT event as indicated by *<IOException>*. This URT event will be saved to UrtEvents.csv file, and will be resent to the URT Administrative Server.

**Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to connect to URT Administrative Server '<URT Administrative Server IP address>.<port number>' <IOException>`

**Explanation**  Could not connect to the URT Administrative Server as indicated by *<IOException>*. All saved user/client events in the UrtEvents.csv file will not be sent to the URT Administrative Server.

**Recommended Action**  Check the network connection between the VPS and the URT Administrative Server to determine the cause of the connection problem. Stop the UrtVmpsServer process, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Can not get the start line number from`
`UrtEventsStartLineNums.dat`

**Explanation**  Could not obtain the start line number. All saved user/client events in the UrtEvents.csv file will not be sent to the URT Administrative Server.

**Recommended Action**  Stop the UrtVmpsServer process, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Can not convert the csv file UrtEvents.csv to xml`
`format`

**Explanation**  Could not convert the UrtEvents.csv file to xml format. All saved user/client events in UrtEvents.csv file will not be sent to the URT Administrative Server.

**Recommended Action**  Verify the file format of UrtEvents.csv file. Stop the UrtVmpsServer process, then restart it. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Total <`*`number of lines`*`> lines are not the proper CSV`
`format from file: UrtEvents.csv`

**Explanation**  *<number of lines>* lines of data will not be sent to the URT Administrative Server because they are not in the correct CSV format.

**Recommended Action**  No action is necessary. Treat this message like a warning.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message**  `Fail to delete file <`*`file name`*`>`

    **Explanation**  Could not delete *<file name>*.

    **Recommended Action**  Check the file permission, and reset the permission if necessary.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message**  `Connection to URT Administrative Server`
`'<`*`URT Administrative Server IP address`*`>.<`*`port number`*`>' has not been established`

    **Explanation**  Could not connect to the URT Administrative Server because there is no socket connection from the VPS to the URT Administrative Server.

    **Recommended Action**  Check the network connection between the VPS and the URT Administrative Server to determine the cause of the connection problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message**  `Failed to send data to URT Administrative Server`
`'<`*`Administrative server IP`*`>'.<`*`port number`*`> <`*`exception`*`>`

    **Explanation**  Could not send data to the URT Administrative Server as indicated by *<exception>*.

    **Recommended Action**  Check the network connection between the VPS and the URT Administrative Server to determine the cause of the connection problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Failed to send data to URT Administrative Server '<Administrative server IP>'.<port number>' <IOException>`

> **Explanation**  Could not send data to the URT Administrative Server as indicated by *<IOException>*.

> **Recommended Action**  Check the network connection between the VPS and the URT Administrative Server to determine the cause of the connection problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `(Stack Trace error) Exception in sending URT Event <exception>`

> **Explanation**  Could not send data to the URT Administrative Server as indicated by *<exception>*.

> **Recommended Action**  Review the stack message to determine the source of the problem. Make a note of the stack messages (paste them into a text file), and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `(Stack Trace error) Error in sending URT Event <error>`

> **Explanation**  Could not send data to the URT Administrative Server as indicated by *<error>*.

> **Recommended Action**  Review the stack message to determine the source of the problem. Make a note of the stack messages (paste them into a text file), and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Bad Inet Address <IP address>`

> **Explanation** *<IP address>* is not a valid Internet address.

> **Recommended Action** No action is necessary.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to write peer update attributes to document: <exception>`

> **Explanation** Could not write peer update attributes to the XML document as indicated by *<exception>* when this VPS assumed ownership of the switch. The URT clients might not be able to logon or sync successfully.

> **Recommended Action** Launch the URT Administrative interface to force to reconfiguration of the switch. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to establish connection for sending peer updates to <VPS IP address> port <port number>: <exception>`

> **Explanation** Could not establish connection for sending peer updates to *<VPS IP address>* as indicated by *<exception>* when this VPS assumed ownership of the switch. The URT clients might not be able to logon or sync successfully.

> **Recommended Action** Check the network connection between those two VPSs. Launch the URT Administrative interface to force reconfiguration of the switch. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to send updates to <VPS IP address> port <port number>:<IOException>`

**Explanation** Could not write XML data to the output writer as indicated by *<IOException>*. The updated data is not sent to the URT VPS.

**Recommended Action** Review the *<IOException>* message to determine the cause of the problem. Launch the URT Administrative interface to force reconfiguration the switch. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.


**Error Message** `Unable to load properties file: urtserver.properties`

**Explanation** Could not load the urtserver.properties file.

**Recommended Action** Verify the urtserver.properties file format and data. Stop then restart the UrtVmpsServer process. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.


**Error Message** `Invalid request type`

**Explanation** Because the VQP packet from the switch has an invalid request type, this request will be ignored.

**Recommended Action** No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `The switch '<switch IP address>' has not been added into URT. The device may not function properly`

**Explanation** The switch *<switch IP address>* has not been added to URT.

**Recommended Action** Launch the URT Administrative interface, then add this switch.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `No Logon VLAN has been configured for VTP domain '<domain name>'. Unable to reply to switch`

**Explanation** Could not reply to the switch because no Logon VLAN is assigned to this VTP domain *<domain name>*.

**Recommended Action** Launch the URT Administrative interface, then assign the Logon VLAN to this domain.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Could not get vlan for: <client mac address> <port number> <domain name>`

**Explanation** Could not obtain VLAN from the switch for *<client mac address>* in *<domain name>*. The VPS will send a VQP error response packet to the switch.

**Recommended Action** Verify the switch setting and port status. Launch the URT Administrative Interface, then check the user/group/MAC VLAN association setting to determine the cause of this connection problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unknown version in VQP Packet`

**Explanation**  URT does not support this version of VQP packets.

**Recommended Action**  Verify the IOS version running on the switch to determine whether an IOS upgrade is needed. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `IOException in Send to switch`

**Explanation**  An IOException occurred while sending a VPQ response packet to the switch. No VPQ response packet will be sent.

**Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Closing watch server logfile socket due to failure in writing data`

**Explanation**  The watch server log socket closed because the messages being written to the syslog failed.

**Recommended Action**  The URT Administrative Server might be experiencing problems, but the URT VPS will continue to write data to the socket, thereby creating the socket to hang. Verify the URT Administrative Server to determine the cause of the problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Connection was lost to URT Admin Server during a database update`

**Explanation**  The socket closed because a connection could not be established to the URT Administrative Server during a database update. The socket will be recreated later when data is sent to the URT Administrative Server.

**Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `(Stack Trace error) Exception in thread (`*`UrtSystemCheckTask`*`) <exception>`

**Explanation**  UrtSystemCheckTask failed as indicated by *<exception>*.

**Recommended Action**  Review the stack message to determine the source of the problem. Make a note of the stack messages (paste them into a text file), then open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `(Stack Trace error) Exception in thread (`*`UrtSystemCheckTask`*`) <error>`

**Explanation**  UrtSystemCheckTask failed as indicated by *<error>*.

**Recommended Action**  Review the stack message to determine the source of the problem. Make a note of the stack messages (paste them into a text file), then open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `VQP Packet Invalid: <string>`

**Explanation**  Could not create the VQP packet.

**Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `VTP Domain '<VTP domain name>' VLAN '<vlan name>'`
`has no subnet addresses configured`

**Explanation**  There is no subset address configured for the *<vlan name>* in *<VTP domain name>*.

**Recommended Action**  Launch the URT Administrative interface, then assign the subnet address for this VLAN in the VTP domain.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unable to create discover socket connection`

**Explanation**  The discover failed because the discover socket connection was not created.

**Recommended Action**  No action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Unknown host exception in sending packet to`
`'<VPS IP address>'`

**Explanation**  Could not send the packet to *<VPS IP address>* because it is an unknown host.

**Recommended Action**  Verify the VPS host name and IP address to determine the cause of the problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Error sending discover packet to '<VPS IP address>'`
`on port = <port number>`

**Explanation** Could not send the discover packet to *<VPS IP address>*. This VPS will try to resend the discover packet until it has exceeded the maximum number of URT retry attempts.

**Recommended Action** Check the network connection between the VPSs to determine the cause of the problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Failed to get discover packet`

**Explanation** Could not obtain the discover packet. This VPS will try to obtain the discover packet until it has exceeded the maximum number of URT retry attempts

**Recommended Action** Check the network connection between the VPSs to determine the cause of the problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Failed to receive response from keep alive discover`
`packet to URT VPS server '<VPS IP address>' on port =`
`<port number> attempt number: <attempt number>`

**Explanation** Could not receive the discover packet response from the *<VPS IP address>*. This message might display repeatedly during retries. If the number of retry attempts exceeds the maximum number allowed by URT, this message will always display before the following Error message:

```
Keep alive discover packet to URT VPS server '<VPS IP address>' on
port = <port number> failed
```

**Recommended Action** Check the network connection between the VPSs to determine the cause of the problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

**Error Message** `Keep alive discover packet to URT VPS server '<`*`VPS IP address`*`>' on port = <`*`port number`*`> failed`

> **Explanation**  Could not receive the discover packet response from the *<VPS IP address>*. This message might display repeatedly during retries. If the number of retry attempts exceeds the maximum number allowed by URT, this message will always display after the following Error message:
>
> `Failed to receive response from keep alive discover packet to URT VPS server '<`*`VPS IP address`*`>' on port = <`*`port number`*`> attempt number: <`*`attempt number`*`>`
>
> **Recommended Action**  Check the network connection between the VPSs to determine the cause of the problem. If this error occurs consistently, open a support call with the Cisco TAC.

Back to VLAN Policy Server (VPS) Messages list.

# Client Messages

- Bad Address
- Bad Port
- Cannot load winsock
- Cannot get client's IP address
- Cannot get VMPS server's IP address
- Cannot get sockaddr from server IP
- Cannot find pathname of current module
- Cannot create logoff process
- Cannot spawn logoff process
- Cannot spawn logon process
- No parameters supplied
- DISCOVER message to VMPS server failed
- NT Domain not defined
- Cannot get user name
- Cannot get MAC address

- Abnormal termination

- DoDhcpReleaseRenew failed <result number>

- AUTO_INSTALL sendto VMPS failed!

- AUTO_INSTALL received VMPS server reply failed!

- sendto failed!

- Failed to logon because VPS keeps returning busy reply

- Pinger: Failed to create ping thread

- Pinger: socket failed

- Pinger: bind failed

- Pinger: setsockopt failed

- Pinger: sendto failed

- CNTUrtService::Start:Bad XID or NULL Command Line supplied.

- Client unable to logon and will not attempt any SYNC messages

**Error Message**  `Bad Address`

**Explanation**  There are bad VPS IP addresses in the URT logon script.

**Recommended Action**  Verify the VPS IP addresses parameters in the URT logon script, residing on the domain controller, to determine the cause of the problem. Launch the URT Administrative interface, delete the VPSs, add the VPSs, then push the logon script to the NT/NDS Domains. Log off the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Bad Port`

> **Explanation** There are bad VPS port numbers in the URT logon script.

> **Recommended Action** Verify the VPS port number parameters in the URT logon script, residing on the domain controller, to determine the cause of the problem. Launch the URT Administrative interface, delete the VPSs, add the VPSs, then push the logon script to the NT/NDS Domains. Log off the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Cannot load winsock`

> **Explanation** Could not load the Winsock dll.

> **Recommended Action** Verify the Winsock version on the Windows client system to determine the cause of the problem. Log off the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Cannot get client's IP address`

> **Explanation** Could not get the local client IP address.

> **Recommended Action** Verify the IP configuration (use the ipconfig all or winipconfig command) of the local client system to determine the cause of the problem. Log off the client system and log in again. In addition, verify that the client system is using DHCP and does not have static IP address. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Cannot get VMPS server's IP address`

**Explanation** Could not get the IP address from the VPS.

**Recommended Action** Verify the VPS IP address to determine the cause of the problem. Log off the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Cannot get sockaddr from server IP`

**Explanation** Could not get the sockaddr IP address from the VPS.

**Recommended Action** Verify the VPS IP address to determine the cause of the problem. Log off the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Cannot find pathname of current module`

**Explanation** Could not find the pathname of current module. This error message always occurs before one of these Error messages:

```
 Cannot spawn logoff process
 Cannot spawn logon process
```

**Recommended Action** Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Cannot create logoff process`

**Explanation** Could not create logoff process.

**Recommended Action** Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Cannot spawn logoff process`

**Explanation** Could not spawn logoff process. This error message always occurs after this Error message:

`Cannot find pathname of current module`

**Recommended Action** Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Cannot spawn logon process`

**Explanation** Could not spawn logon process. This error message always occurs after this Error message:

`Cannot find pathname of current module`

**Recommended Action** Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `No parameters supplied`

**Explanation** There is no parameter passed to the client from the URT logon script.

**Recommended Action** Verify the parameters in the URT logon script to determine the cause of the problem. Launch the URT Administrative Interface, then push the URT logon script to domains. Log off the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `DISCOVER message to VMPS server failed`

**Explanation** Could not send/receive the DISCOVER message to/from the VPS.

**Recommended Action** Verify the network connection between this client and the VPS to determine the cause of the problem. Log off the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `NT Domain not defined`

**Explanation** There are no NT Domain parameters in the URT logon script.

**Recommended Action** Verify the NT Domain parameters in the URT logon script to determine the cause of the problem. Launch the URT Administrative Interface, then push the URT logon script to domains. Log off the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Cannot get user name`

**Explanation** Could not get the user name.

**Recommended Action** Verify the user configuration in Windows NT, Windows 2000 or NDS Domains. Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message**  `Cannot get MAC address`

**Explanation**  Could not get the MAC address.

**Recommended Action**  Verify the IP configuration (use the ipconfig all or winipconfig command) of the local client system to determine the cause of the problems. Reboot the client system and log in again. In addition, verify that the client system is using DHCP and does not have static IP address. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message**  `Abnormal termination`

**Explanation**  The URT OnOffHandler or service was terminated abnormally.

**Recommended Action**  Check the OnOffHandler.log or service log file to determine the cause of the problems. Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message**  `DoDhcpReleaseRenew failed <result number>`

**Explanation**  Could not release or renew IP on this client system.

**Recommended Action**  Check the DHCP server, the switch port of this client system, and the network connection between the DHCP server and the client system to determine the cause of the problems. Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `AUTO_INSTALL sendto VMPS failed!`

    **Explanation** Could not send the AUTO_INSTALL packet to the VPS.

    **Recommended Action** Check the network connection between the VPS and the local client system to determine the cause of the problems. Log off the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `AUTO_INSTALL received VMPS server reply failed!`

    **Explanation** Could not receive the AUTO_INSTALL reply packet from the VPS.

    **Recommended Action** Check the network connection between the VPS and the local client system to determine the cause of the problems. Log off the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `sendto failed!`

    **Explanation** Could not send a packet to the VPS during client logon or logoff. The client will send a DO_DISCOVER packet to other VPSs.

    **Recommended Action** Check the network connection between the VPS and the local client system to determine the cause of the problems. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message**  `Failed to logon because VPS keeps returning busy reply`

**Explanation**  Could not send a logon/logoff/sync packet to the VPS because the VPS reply BUSY_OPCODE to the client. The packet will be resent to the VPS after the VPS finishes its tables loading.

**Recommended Action**  Check the UrtVmpsServer.log and verify the VPS is busy to load tables during its initial state. If the client waits for the VPS reply to time out, wait a short time, then log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message**  `Pinger: Failed to create ping thread`

**Explanation**  Could not create the pinger thread to check whether VLAN changed on the switch port.

**Recommended Action**  Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message**  `Pinger: socket failed`

**Explanation**  Could not create the socket for the pinger thread.

**Recommended Action**  Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message**  `Pinger: bind failed`

**Explanation**  Could not bind the socket for the pinger thread.

**Recommended Action**  Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Pinger: setsockopt failed`

**Explanation** Could not set the socket options for the pinger thread.

**Recommended Action** Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Pinger: sendto failed`

**Explanation** Could not send the pinger socket to the router.

**Recommended Action** Check the connection between the router and the local client system. Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `CNTUrtService::Start:Bad XID or NULL Command Line supplied.`

**Explanation** Could not start the URT service because the bad XID or no parameters passed from the command line.

**Recommended Action** Remove the URT client service, and reinstall it again. Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

**Error Message** `Client unable to logon and will not attempt any SYNC messages`

**Explanation** Client could not logon or sync with the VPS.

**Recommended Action** Remove the URT client service, and reinstall it again. Reboot the client system and log in again. If this error occurs consistently, open a support call with the Cisco TAC.

Back to Client Messages list.

# Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

## World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com

Translated documentation is available at this URL:

http://www.cisco.com/public/countries_languages.shtml

## Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

## Ordering Documentation

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

  http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

# Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the "Leave Feedback" section at the bottom of the page.

You can e-mail your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

# Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

# Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages

- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

If you want to obtain customized information and service, you can self-register on Cisco.com. To access Cisco.com, go to this URL:

http://www.cisco.com

# Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.

- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.

- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

http://www.cisco.com/tac

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

http://www.cisco.com/register/

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

http://www.cisco.com/tac/caseopen

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.