



## Cisco Secure User Registration Tool 2.5.x Error Message Guide

This guide describes the Cisco Secure User Registration Tool (URT) 2.5.x error messages, possible causes, and recovery solutions. Use this *Error Message 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 *Error Message Guide*, open a support call with the Cisco TAC.

The following steps describe how to enable trace(when relevant) and gather the log files from all three URT components:

### 1. Client Logs

#### Traditional Client Logs

Enable the trace on the traditional client

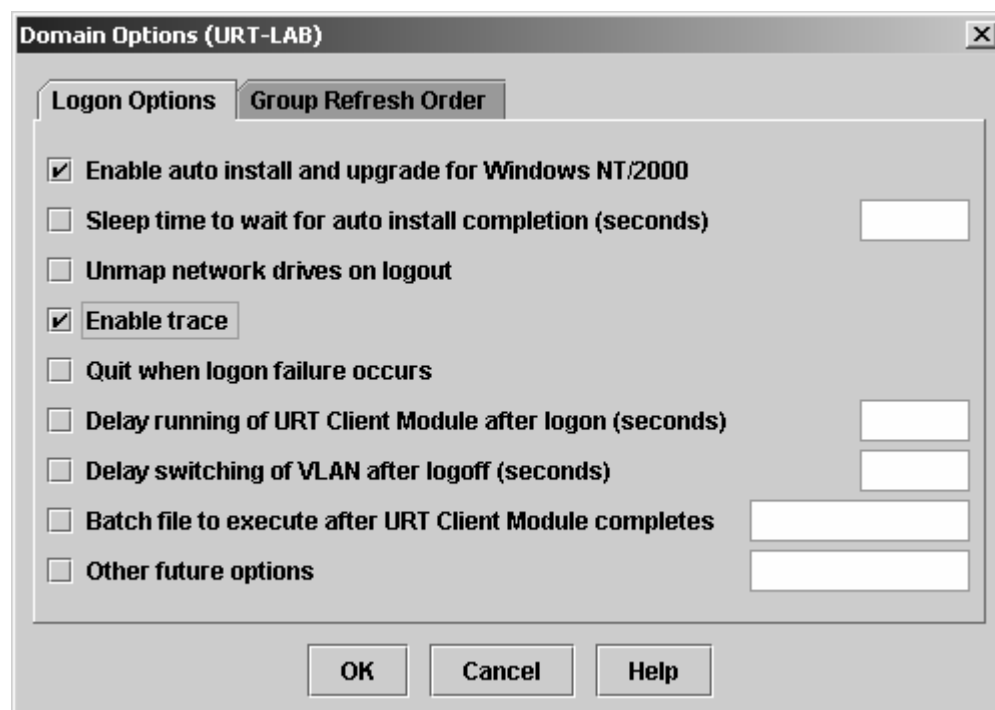
Start the URT Administrative GUI.

Click on the NT/NDS Domain name in the left frame where the clients trace has to be enabled.

Click **Customize** followed by **Configure Domain Options**.

Check the **Enable trace** check box. See Figure 1.

Figure 1 Enabling Trace on the Traditional Client



Now perform client log into and collect traditional client logs UrtService.log and OnOffHandler.log located in %windir% or %temp% on the client machine.

### Web Client Logs

The web client trace is enabled by default. Web client log is named UrtWebClient.log and is located in the user's %temp% directory on the client machine.

## 2. VPS Server Logs

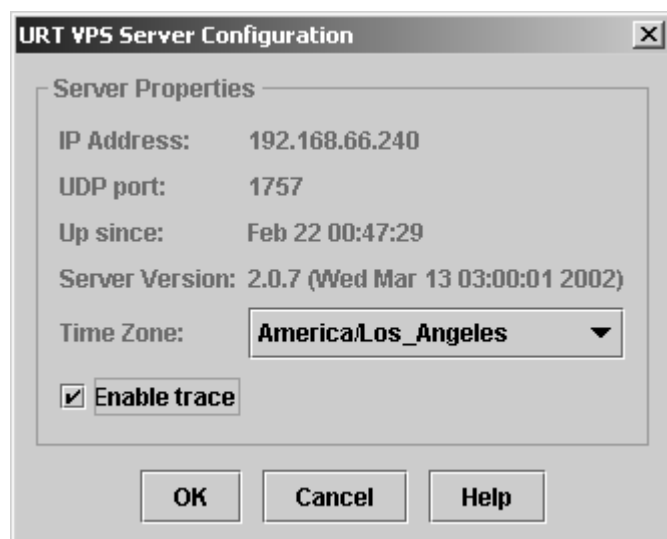
Enable the trace on the VPS Server

Start the URT Administrative Server.

Double-click on the VPS Server IP Address where the trace has to be enabled.

Select the **Enable trace** check box. See Figure 2.

**Figure 2 Enabling Trace on the URT VPS Server**



Now perform a logon and collect the logs. This procedure might differ according to the different hardware:

### VPS 1100:

Log into VPS as <http://<VPSServerIPAddress>:1741/>

Click **Server Configuration**

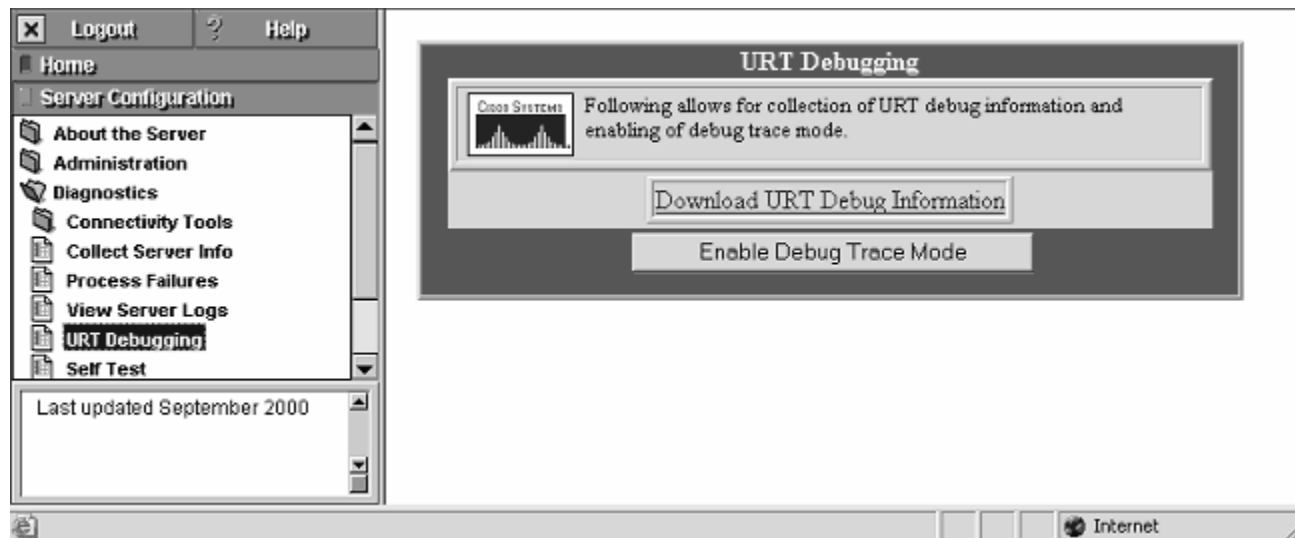
Select **Diagnostics**

If you have opened a TAC case and need maximum level of debugging, choose **URT Debugging** and ensure that trace is enabled. This level is higher than the one set through the URT Administrative GUI.

Perform client logon and click **Download URT Debug Information** to download all VPS Log and xml files

See Figure 3.

Figure 3 VPS 1100 Enabling Trace and Downloading URT VPS Log Files

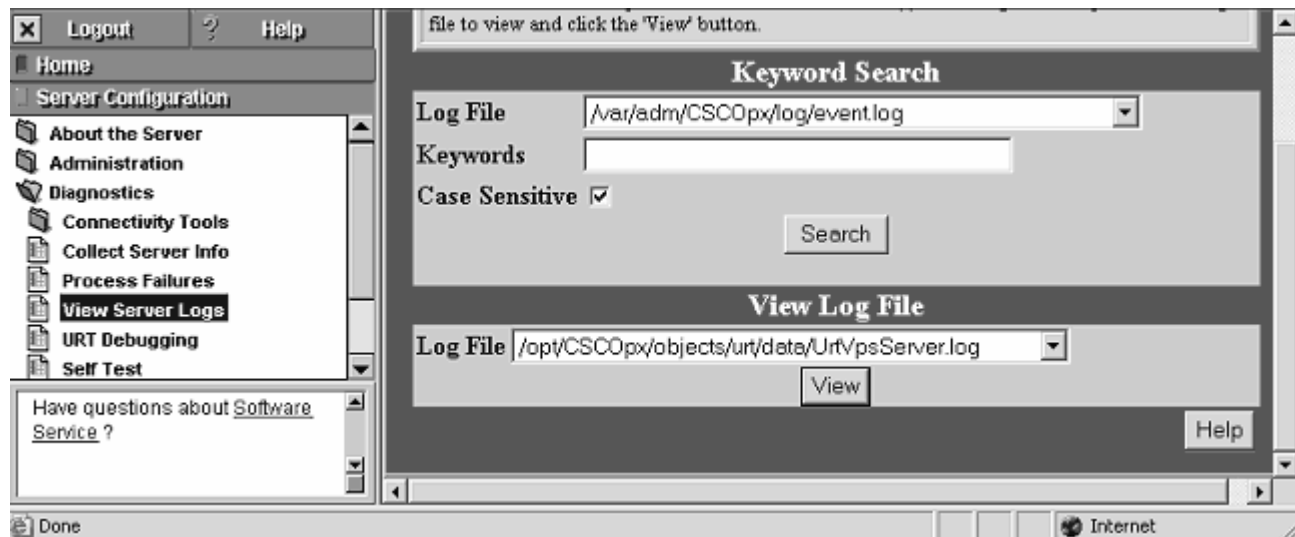


Alternatively you can copy individual log files as follows:

Click **View Server Logs** and select “/opt/CSCOpX/objects/urt/data/UrtVmpsServer.log” from **View Log File**.

You can copy paste the contents of this file into a file. Follow the same procedure for other files such as UrtVmpsServer.log.1. See Figure 4.

Figure 4 VPS 1100 Viewing Contents of Individual URT VPS Log Files



#### VPS 1101:

Log into VPS as <http://<VPSServerIPAddress>:1741>

Click **Diagnostics**.

Click **URT Debugging**.

Click **Download URT Debug Information** to download all VPS Log and xml files.

Figure 5 VPS 1101 View and Download URT VPS Log Files

URT VLAN Policy Server

Diagnosics Software Management Security

Processes - Log Files - URT Debugging - Self Test - Appliance Info - Connectivity Tools - Restart

About - Logout

### URT Debugging

To download URT debugging information to your local machine click on the following link:

[Download URT Debug Information](#)

The following link(s) allow you to either view or download the log file(s) generated:

Log File	File Size (bytes)
<a href="#">UrVpsServer.log</a>	1696169
<a href="#">UrVpsServer.log.1</a>	72589
<a href="#">UrVpsServer.log.2</a>	3685238
<a href="#">UrVpsServer.log.3</a>	2152066
<a href="#">UrVpsServer.log.4</a>	50562
<a href="#">UrVpsServer.log.5</a>	0
<a href="#">UrVpsServer.log.6</a>	37225
<a href="#">UrVpsServer.log.7</a>	1012
<a href="#">UrVpsServer.log.8</a>	1007
<a href="#">UrVpsServer.log.9</a>	468

[Enable Debug Trace Mode](#)

http://192.168.66.242:1741/urtloginfo/UrVpsServer.log Internet

### 3. Administrative Server Logs

Enable the trace on the URT Administrative Server

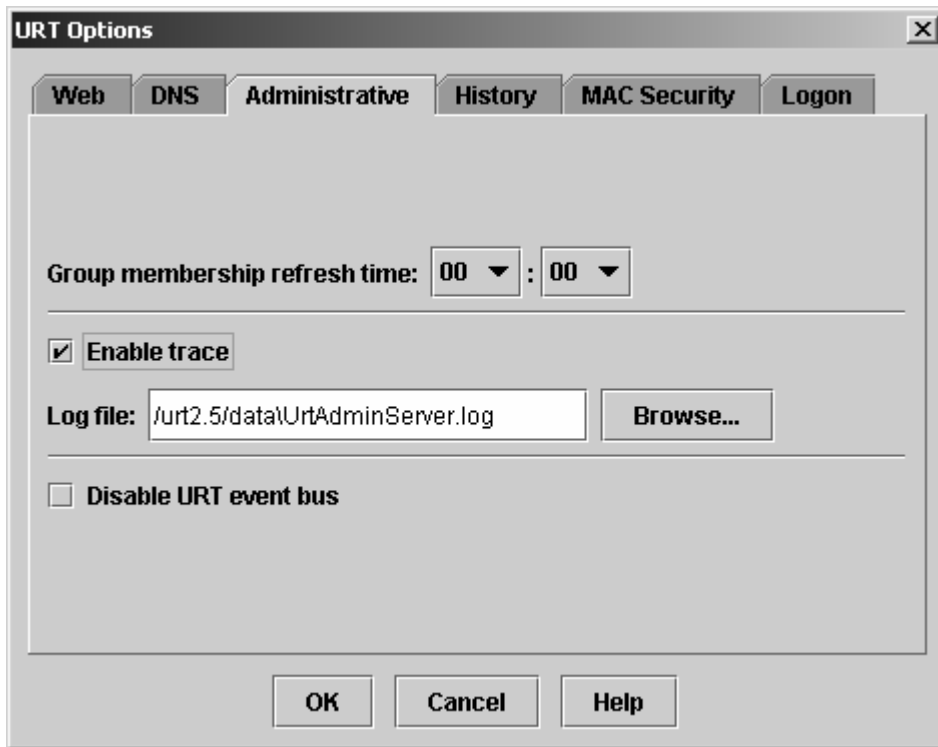
Start the URT Administrative server.

Click **Customize** followed by **Options**.

Click the **Administrative** tab.

Check the **Enable trace** check box. See Figure 6.

Figure 6 Enabling Trace on the URT Administrative Server



Collect UrtAdminServer.log file located on the URT Administrator server in the “<InstallDirectory>\Data” directory. <InstallDirectory> is typically “c:\Program Files\urt”.

## **URT 2.5.x Administrative Server and VLAN Policy Server (VPS) Message Syntax**

The following syntax is used for the URT 2.5.x Administrative Server and VPS messages:

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

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

**ALWAYS** – Messages of this type are always written to the log files.

**FATAL\_ERROR** – Messages of this type are always written to the log files when errors occur.

**ERROR** – Messages of this type are always written to the log files when errors occur.

**TRACE/PERFORMANCE** – Messages of this type are written to the log files only when the trace is enabled.

**DEBUG** – Messages of this type are used by the Cisco URT engineering team. Do not enable debug level unless requested to do so by the engineering team.

**STACKTRACEERROR <error message with the stack trace>** – Messages of this type are always written to the log files when errors occur.

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

## **URT 2.5.x Client and Web Client Message Syntax**

The following syntax is used for the URT 2.5.x traditional client and web 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.

## 1. 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>  
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>  
Exception in thread (<scheduler name>-<thread number>), <exception>  
Fatal Error in thread (<scheduler name>-<thread number>), <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>  
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 groups 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>  
Exception in group refresh task thread <exception>  
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> <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>  
Exception with socket <name> <ex2>  
Error with socket <name> <ex3>  
No IP address for the host could be found: <exception>  
Fail to install URT Client service!  
Failed to install client service: <error>  
Fail to install URT Client service: Unknown error!  
Packet data:  
Error connecting to LDAP server: <ldapAttributes.getHostAddress>  
Unable to create XML output LDAP server change:  
Unable to create XML output RADIUS server change:" <exception>  
Error attempting to reopen datagram socket <name> on port <port> <exception>

## 2. 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>  
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>  
Exception in thread (<scheduler name>-<thread number>), <exception>  
Fatal Error in thread (<scheduler name>-<thread number>), <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  
Exception in thread (UrtAutoInstallTask) <exception>  
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>  
Exception in sending URT Event <exception>  
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 VQPPacket  
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  
Exception in thread (UrtSystemCheckTask) <exception>  
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  
Exception with socket <name> <ex2>  
Error with socket <name> <ex3>  
Exception in thread (UrtAdminServerCheckTask) <ex1>  
Error in thread (UrtAdminServerCheckTask) <ex2>  
Failed to retrieve RADIUS server attributes: <ex1>  
Exception in thread (UrtLdapServerCheckTask) <ex1>  
Error in thread (UrtLdapServerCheckTask) <ex2>  
Failed to send accounting packet to RADIUS server<serverAddress> <ex1>  
Error in thread (UrtSystemCheckTask) <ex2>  
No IP address  
SocketException in Creating Sockets <e>  
IOException in Creating Sockets  
Error loading URT RADIUS server data from disk  
Error loading URT LDAP server data from disk  
Error loading URT LDAP schema data from disk  
Unknown or not supported client opcode: <opcode>  
Client packet could not be parsed correctly  
Failed to receive <opcode>  
Error getting secretKey for MAC address:  
No Unauthorized MAC VLAN has been configured for VTP domain <VtpDomainName>Unable to reply to switch MAC <MacAddress> stays on current VLAN since NO LOGON VLAN assigned in VTP domain <VtpDomainName>  
MAC <MacAddress> stays on current VLAN since the VLAN <vlan> does not exist in the VTP domain <VtpDomainName>  
A RADIUS authorization key has not be set for the RADIUS server: <RadiusServerIPAddress>  
Failed to establish connection with RADIUS server <radiusServerAddress>  
Unable to get LDAP schema name <schemaName> for <InitialDN >  
Unable to get LDAP schema attributes for schema <schemaName>  
Unable to get distinguished name for <username> because of closed connection  
Unable to get distinguished name: <exception>  
Unable to connect to LDAP server: <ldapServerIPAddress>  
Connection to LDAP server: <ldapServerIPAddress> has not reestablished  
Unable to reconnect to LDAP server: <ldapServerIPAddress>  
Unable to open file for writing DNS Settings: <URT NAMED CONF FILE>  
Failed to stop named task properly. Will attempt to start anyway  
Failed to start named task properly  
Command failed to return successfully: <commandToExec>  
Failed to exec process correctly: <commandToExec> error: <exception>  
Bad Inet Address <inetaddress>  
Unable to open file for writing URT Web Log On Page: <fileName>  
RADIUS Server < macEntry.getRadiusServerAddress() > does not exist and cilent logon packet will not be sent for MAC <MacAddress>  
Properties parameter does not have file name  
RADIUS accounting key has not been set for <serverAddress> unable to send accounting packet  
MAC table entry for <macAddress> does not have a userid and a RADIUS accouting packet will not be sent  
Propreties file has not been set  
Unable to load properties file: <urtPropertiesFile>  
Error decrypting user packet from MAC address: <macAddress>

### 3. 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  
Unable to get secret key with the current MAC address  
Error getting secret key with the current MAC address  
Unable to create discover socket connection

### 4. Web Client Messages

You need administrative privileges to release/renew the IP address. Please log off and log on with administrative privileges to this machine.  
User authentication failed. Please enter user name and password again.  
User logon failed. Please contact administrator.  
Failed to enable trace for this user  
User failed to logoff. Please restart your machine. If you are unable login please contact administrator.  
Failed to get DHCP attributes. Please contact administrator.  
Unable to extract URT Web Client from jar file  
Unable to find the Java executable to launch URT Web Client  
Failed to launch URT Web Client  
No URT VPS Servers configured for URT Web Client  
No domains configured for URT Web Client  
Unable to retrieve DHCP attributes  
Process mode is not correct for building user request packet  
Packet is null and can not be sent to client <destinationAddress > on port <port >  
Unkown host exception in sending packet to <destinationAddress>  
User logon failed  
User logoff failed  
SYNC message failed  
Failed to authenticate the user correctly for the SYNC

**SYNC FAILURE:****SpsException: Error sending user request packet to <currentVpsIpAddress> on port=<currentVpsPortAddress>.****Please check the VPS configuration and client network connection.****IOException: Error sending user request packet to <currentVpsIpAddress> on port = <currentVpsPortAddress>****Unable to get secret key for communication with VPS server****Unable to determine MAC address for communication with VPS server****Error getting secret key with the current MAC address****Error encrypting user packet****Error sending user request packet to <currentVpsIpAddress> on port = <currentVpsPortAddress>****Unable to create VPS socket connection****Failed to logon because VPS keeps returning busy reply****Failed to sync because VPS keeps returning busy reply****Failed to logoff because VPS keeps returning busy reply****Unable to create VPS socket connection****Error sending discover packet to <urtVpsServerIpAddress> on port = <currentVpsPortAddress>****Failed to read discover packet****Discover timed out waiting for reply****Failed to discover a VPS server****Failure to get current DHCP attributes. Renewing the current client IP address****Failed to get current DHCP attributes. Renew IP address failed****Command failed to return successfully: <commandToExec>****Failed to exec process correctly: <commandToExecute> error: <error>****Failed to get dhcp information****Failed to get IP address: <error>****IP Release Failed****IP Renew Failed****Error while checking whether DHCPD process is running or not****The dhcpd process is currently running****The dhcpd process is currently running as root****Creating empty /var/state/dhcp/dhcpd.leases file failed****Error while checking whether dhclient process is running or not****The dhclient process is running****The dhclient process is currently running as root****Creating empty /var/lib/dhcp/dhclient.leases file failed****Exception while releasing IP address on Mac OS X: <e>****IP Renew Address Failed****Failed to format DHCP lease time:<e>****Failed during getting DHCP Server****Failed getting the Subnet Address using /sbin/ifconfig****Failed during getting default gateway using /usr/sbin/netstat****Failed to get MAC address****Error during getting mac address: <e>****Failed to ping IP address****Error while checking whether pump process is running or not****The pump process is NOT running as root****The pump process is NOT running****The dhcpd process is NOT running as root****Error while checking whether dhclient process is running or not****The dhclient process is NOT running as root****The dhclient process is NOT running****The Linux version does not have a supported process running**

## 1. Administrative Server Messages

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**Stack Trace Error Message**

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 and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

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**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.

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**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.

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**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.

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**Stack Trace Error Message**

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.

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**Stack Trace Error Message**

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.

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**Fatal Error Message**

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.

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**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.

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**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.

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**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.

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---

**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.

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**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.

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---

**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.

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---

**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.

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**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.

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---

**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.

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---

**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.

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---

**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 this error occurs consistently, open a support call with the Cisco TAC.

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**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.

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**Stack Trace Error Message**

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.

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**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:

1. The print stream has encountered an error, on either the underlying output stream or during a format conversion
2. 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.

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**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.

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---

**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.

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---

**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**

If event bus is not needed please disable it through the URT Administrative GUI. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Exception opening event bus implementation: *<TibrvException>*

**Explanation**

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

**Recommended Action**

If event bus is not needed please disable it through the URT Administrative GUI. Reboot the Administrative server.  
If this error occurs consistently, open a support call with the Cisco TAC.

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**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**

If event bus is not needed please disable it through the URT Administrative GUI. Reboot the Administrative server.  
If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to set subject for message: *<TibrvException>*

**Explanation**

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

**Recommended Action**

If event bus is not needed please disable it through the URT Administrative GUI. Reboot the Administrative server.  
If this error occurs consistently, open a support call with the Cisco TAC.

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**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**

If event bus is not needed please disable it through the URT Administrative GUI. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

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

**Explanation**

Could not find the domain controller - *<domain name>* 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.

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**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.

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**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.

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**Error Message**

Failed to refresh groups from domain controller: <domain controller name> for domain: <domain name>

**Explanation**

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

“Failed to refresh groups for domain: <domain name>”

**Recommended Action**

No action is necessary.

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**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.

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**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.

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**Stack Trace Error Message**

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 and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

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**Stack Trace Error Message**

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 and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**Error Message**

Exception with socket *<name>* *<ex2>*

**Explanation**

Socket connection with the *<name>* could not be established. Details about the error can be seen from the exception message *<ex2>*.

**Recommended Action**

If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error with socket *<name>* *<ex3>*

**Explanation**

Socket connection with the *<name>* could not be established. Details about the error can be seen from the error message *<ex3>*.

**Recommended Action**

If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

No IP address for the host could be found <exception>

**Explanation**

Could not determine the IP address for the client. Details about the error can be seen from the message <exception>.

**Recommended Action**

If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Fail to install Client service!

**Explanation**

Failed to install the client service on the client. Look at other accompanying messages for more details on why this happened.

**Recommended Action**

If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to install client service: <error>

**Explanation**

Failed to install the client service from the client. Details about the error can be seen from the error message <error>.

**Recommended Action**

If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Fail to install URT Client service: Unknown error!

**Explanation**

Failed to install the client service on the client. Look at other accompanying messages for more details on why this happened.

**Recommended Action**

Make sure that the client is reachable and the Domain Administrator has appropriate privileges to install anything on the client machine. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Packet data:

**Explanation**

This message is always accompanied by other messages which point out that there was a problem reading packets from a socket to some IP address.

**Recommended Action**

If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error connecting to LDAP server: *<ldapServerIPAddress>*

**Explanation**

There was a problem reaching the LDAP server specified by the IP address *<ldapServerIPAddress>*

**Recommended Action**

Check the LDAP server and connectivity from the URT Administrative server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to create XML output LDAP server change: *<IOException>*

**Explanation**

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

**Recommended Action**

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

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**Error Message**

Unable to create XML output RADIUS server change: *<IOException>*

**Explanation**

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

**Recommended Action**

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

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**Error Message**

Error attempting to reopen datagram socket *<name>* on port *<port>* *<exception>*

**Explanation**

Socket connection with the *<name>* on *<port>* could not be established. Details about the error can be seen from the error message *<exception>*

**Recommended Action**

Restart the URT Administrative server service. If that doesn't help, try rebooting the URT Administrative system. If this error occurs consistently, open a support call with the Cisco TAC.

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## 2. VLAN Policy Server (VPS) Messages

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**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.

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**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.

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**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.

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**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.

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---

**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.

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**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.

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---

**Stack Trace Error Message**

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 and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

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**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.

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---

**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.

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**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.

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**Stack Trace Error Message**

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.

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**Stack Trace Error Message**

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.

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**Error Message**

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.

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**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.

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**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 UrtVmpsServers.xml file will be fixed automatically by loading data from the URT Administrative server.

**Recommended Action**

No action is necessary.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**Stack Trace Error Message**

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 and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

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**Stack Trace Error Message**

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 and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**Error Message**

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

**Explanation**

Could not locate 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.

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**Error Message**

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

**Explanation**

Could not locate 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.

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**Error Message**

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

**Explanation**

Could not locate 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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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

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

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

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**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.

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**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.

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**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.

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**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.

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**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.

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**Stack Trace Error Message**

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 and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

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**Stack Trace Error Message**

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 and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

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**Error Message**

Bad Inet Address *<IP address>*

**Explanation**

<IP address> is not a valid Internet address.

**Recommended Action**

No action is necessary.

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**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 log into 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.

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**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 log into 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.

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**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 of the switch. If this error occurs consistently, open a support call with the Cisco TAC.

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**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 UrtVmppsServer process. If this error occurs consistently, open a support call with the Cisco TAC.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**Stack Trace Error Message**

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 and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

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**Stack Trace Error Message**

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 and open a support call with the Cisco TAC. The TAC will need to review the stack messages you noted.

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**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.

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**Error Message**

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

**Explanation**

There is no subnet 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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**Error Message**

Exception with socket <name> <ex2>

**Explanation**

Socket connection with the <name> could not be established. Details about the error can be seen from the exception message <ex2>.

**Recommended Action**

If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Exception in thread (UrtAdminServerCheckTask) <ex1>

**Explanation**

This thread is responsible for checking connection between the Administrative Server and the VPS Server. For more details please refer exception <ex1>.

**Recommended Action**

Double-check the connectivity between the Administrative Server and the VPS Server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error in thread (UrtAdminServerCheckTask) <ex2>

**Explanation**

This thread is responsible for checking connection between the Administrative Server and the VPS Server. For more details please refer error message <ex2>

**Recommended Action**

Double-check the connectivity between the Administrative Server and the VPS Server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to retrieve RADIUS server attributes <ex1>

**Explanation**

The VPS had errors while retrieving the associations in which the user should belong in <ex1>

**Recommended Action**

Double-check the connectivity between the VPS server and the Radius Server. Also verify the user associations on the radius server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Exception in thread (UrtLdapServerCheckTask) <ex1>

**Explanation**

TheUrtLdapServerCheckTask thread which is responsible for connection between the VPS server and the Ldap server ran into exception<ex1>.

**Recommended Action**

Double check the connectivity between the VPS server and the Ldap Server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error in thread (UrtLdapServerCheckTask) <ex2>

**Explanation**

TheUrtLdapServerCheckTask thread which is responsible for connection between the VPS server and the Ldap Server ran into error<ex2>.

**Recommended Action**

Please double check the connectivity between the VPS server and the Ldap Server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to send accounting packet to RADIUS server <serverAddress> <ex1>

**Explanation**

The VPS server could not send the accounting packet to RADIUS server <ex1>.

**Recommended Action**

Check connection between the RADIUS server and the VPS server. Also check other error messages for more details on the problem. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error in thread (UrtSystemCheckTask) <ex2>

**Explanation**

Error while executing the thread UrtSystemCheckTask. Details about the error can be seen from the error message <ex2>

**Recommended Action**

This message by itself should be treated as a warning message only. Check other error messages if any for more details on the problem. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

No IP Address

**Explanation**

The VPS server could not retrieve its own IP address.

**Recommended Action**

Double check the VPS Server's network configuration and reboot it. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

SocketException in Creating Sockets <e>

**Explanation**

The VPS server ran into an exception while creating a socket for URT client connection messages

**Recommended Action**

The VPS Server's network connection and its reachability to the Administrative server and the client should be checked. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

IOException in Creating Sockets

**Explanation**

The VPS server ran into an IOException while creating a socket for URT client connection messages

**Recommended Action**

The VPS server's network connection and its reachability to the Administrative server and the client should be checked. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error loading URT RADIUS server data from disk

**Explanation**

The VPS server ran into an error while loading RADIUS server related data from the xml files.

**Recommended Action**

Restart the VPS server and see if that helps. Next remove the Radius server from the Administrative GUI and add it back again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

IOError loading URT LDAP server data from disk

**Explanation**

The VPS server ran into an Error while loading LDAP server related data from the xml files.

**Recommended Action**

Restart the VPS Server and see if that helps. Next remove the LDAP Server using the Administrative GUI and add it back again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error loading URT LDAP schema data from disk

**Explanation**

The VPS server ran into an Error while loading LDAP server schema from the xml files.

**Recommended Action**

Restart the VPS Server. Next remove the LDAP server using the Administrative GUI and add it back again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unknown or not supported client opcode: <opcode>

**Explanation**

The VPS server had problem determining the type of packet sent to it from the client. Have the client perform the logon/logoff action again. Make sure the packets are not tampered with in the path.

**Recommended Action**

Have the client perform the logon/logoff/sync operation again. Make sure the packets are not tampered with in the path. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Client packet could not be parsed correctly

**Explanation**

The VPS server ran into a problem interpreting the client packet.

**Recommended Action**

Have the client perform the logon/logoff/sync operation again. Make sure the packets are not tampered with in the path. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to receive <opcode >

**Explanation**

The VPS server ran into an IOException while receiving a client packet. The packet type can be determined from the <opcode>.

**Recommended Action**

The VPS Server's network connection and its reachability to the Client should be checked. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error getting secretKey for MAC address:

**Explanation**

The VPS server ran into a problem getting the secretKey for a particular client.

**Recommended Action**

Treat this as expected behavior to determine if the client needed to communicate successfully. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

No unauthorized MAC VLAN has been configured for VTP domain <vtpDomain>. Unable to reply to switch.

**Explanation**

The VPS server could not find a VLAN configured for unauthorized MAC address.

**Recommended Action**

Ensure that the VLAN option in the URT Administrative GUI for unauthorized MAC addresses is configured. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

MAC <mac address> stays on current VLAN since NO LOGON VLAN assigned in VTP domain <VTP Domain>

**Explanation**

The VPS server could not determine the logon vlan for the particular MAC <mac address> and therefore the MAC address will not be moved to another VLAN and will stay there.

**Recommended Action**

Reassign MAC address to known VLAN that exists on the VTP Domain. Ensure that each VTP domain in which a MAC address/user will log into has an associated logon VLAN. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

MAC <mac> stays on current VLAN since the VLAN <vlan> does not exist in the VTP domain <vtp domain>

**Explanation**

The MAC address <mac> could not be moved to <vlan> VLAN because it does not seem to exist in the VTP domain <vtp domain> and will continue to stay in the current vlan.

**Recommended Action**

Make sure that the vlan associated with each user/mac address exists in the VTP domain. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

A RADIUS authorization key has not be set for the RADIUS server: <RadiusIPAddress>

**Explanation**

RADIUS authentication failed because the authorization key has not been set for that particular RADIUS server.

**Recommended Action**

Within the URT Administrative GUI browse to the RADIUS server and set the authorization key. If the VPS server is removed and re-added back this key needs to be added again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to establish connection with RADIUS server <radiusserver>

**Explanation**

The VPS server could not establish connection with the RADIUS server

**Recommended Action**

Check the VPS server's network connection and its reachability to the Radius server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to get LDAP schema name <schemaname> for <initialDN>

**Explanation**

The VPS server was unable to get the LDAP schema for the Initial DN <initialDN>

**Recommended Action**

Add and delete the VPS server to force a reload of the VPS data. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to get LDAP schema name <schemaname>

**Explanation**

The VPS server was unable to get the LDAP schema

**Recommended Action**

Check the LDAP server configuration and the VPS server's network connection and its reachability to the LDAP Server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to get distinguished name for <username> because of closed connection.

**Explanation**

The VPS server could not determine the distinguished name for <username> because the LDAP connection was closed.

**Recommended Action**

Check if you can still traverse the LDAP tree in the URT Administrative GUI. Check the VPS servers network connection and connectivity with the LDAP server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to get distinguished name: <exception>

**Explanation**

The VPS server could not determine the distinguished name. The problem was due to the connection with the LDAP server as explained in the <exception>.

**Recommended Action**

Check if you can still traverse the LDAP tree in the URT Administrative GUI and make sure that the user exists. Check the VPS Server's network connection and its reachability to the LDAP server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to connect to LDAP server: <ldapServerIP>

**Explanation**

The VPS server ran into a problem connecting with the LDAP server.

**Recommended Action**

Check the VPS server's network connection and its reachability to the LDAP server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Connection to LDAP server: <ldapServerIPAddress> has not reestablished

**Explanation**

The VPS server ran into a problem reestablishing a connection with the LDAP server.

**Recommended Action**

Check the VPS server's network connection and its reachability to the LDAP server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to reconnect to LDAP server: <ldapServerIPAddress>

**Explanation**

The VPS server ran into a problem reestablishing a connection with the LDAP server.

**Recommended Action**

Check the VPS server's network connection and its reachability to the LDAP server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to open file for writing DNS Settings: <URT\_NAMED\_CONF\_FILE>

**Explanation**

The VPS server could not write the DNS settings as specified in the Administrative GUI into the DNS configuration file.

**Recommended Action**

Check connection of VPS with Administrative server. Attempt deleting the VPS server and adding it back again to reload the data. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to stop named task properly. Will attempt to start anyway.

**Explanation**

After writing the DNS settings into the DNS configuration file, the VPS tries to restart the DNS server process. The above message implies that it ran into problems trying to stop the named task.

**Recommended Action**

Change the DNS setting or add and remove setting and reboot VPS. If the desired effect is not seen in DNS please restart the DNS process manually. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to start named task properly

**Explanation**

After stopping the DNS server, the VPS tries to restart the process. The above message implies that the start was not successful.

**Recommended Action**

Reboot the VPS server and try again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Command failed to return successfully: *<commandname>*

**Explanation**

The *<commandname>* command could not be executed successfully.

**Recommended Action**

Perform the action again and see if this occurs again. Next attempt to reboot the VPS server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to exec process correctly: *<commandToExec>*

**Explanation**

The *<commandToExec>* command could not be executed successfully.

**Recommended Action**

Perform the action again and see if this occurs again. Next attempt to reboot the VPS server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Bad Inet Address *<inetaddress>*

**Explanation**

The VPS server could not determine the host using the IP address.

**Recommended Action**

Check the network settings on the VPS server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to open file for writing URT Web Log On Page: *<filename>*

**Explanation**

After client performs Web Page customization, the VPS writes the changes to the file *<filename>*. There was an IOException while writing to this file.

**Recommended Action**

Try performing this action again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

RADIUS Server <radiusserveripaddress> does not exist and client logon packet will not be sent for MAC <macaddress>

**Explanation**

The VPS server could not find the RADIUS attributes and therefore the user's credentials will not be forwarded to the RADIUS server for authentication.

**Recommended Action**

Remove and add the RADIUS server back. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Properties parameter does not have file name

**Explanation**

The VPS server during startup loads properties from a file. The above error message indicates that it could not locate that file.

**Recommended Action**

Reboot the VPS server and see if this fixes the problem. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

RADIUS accounting key has not been set for <radiusserveripaddress> unable to send accounting packet.

**Explanation**

The accounting key for <radiusserveripaddress> needs to be set before using that server.

**Recommended Action**

Within the URT Administrative GUI browse to the RADIUS server and set the accounting key. If the VPS server is removed and re-added back this key needs to be added again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

MAC table entry for <macaddress> does not have a userid and a RADIUS accounting packet will not be sent.

**Explanation**

The VPS server could not find a corresponding userid for a mac address from where a RADIUS logon is being tried.

**Recommended Action**

Set RADIUS attributes again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Properties file has not been set

**Explanation**

The VPS server had problems loading properties from a properties file since it was not set

**Recommended Action**

Reboot the VPS server and see if this fixes the problem. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to load properties file: <urtPropertiesFile>

**Explanation**

The VPS server had problems loading properties from a properties file.

**Recommended Action**

Reboot the VPS server and see if this fixes the problem. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error decrypting user packet from MAC address: <macAddress>

**Explanation**

The VPS could not decrypt the packet from the client <macAddress> correctly.

**Recommended Action**

Try the client operation again. Delete and add the VPS back from the URT Administrative GUI. Try rebooting the VPS to and logoff and log back in from the client to see if this helps. If this error occurs consistently, open a support call with the Cisco TAC.

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### 3. Client 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 VPS servers, add the VPS servers, 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.

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**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.

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**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.

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**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 **wipconfig** 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.

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**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.

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**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.

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**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” or

“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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**Error Message**

Cannot get MAC address

**Explanation**

Could not get the MAC address.

**Recommended Action**

Verify the IP configuration (use the **ipconfig all** or **wipconfig** 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.

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**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.

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**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.

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**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.

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**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.

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**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 server 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.

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**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 UrtVmppsServer.log and verify if the VPS server 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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**Error Message**

Client unable to logon and will not attempt any SYNC messages

**Explanation**

Client could not log into 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.

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**Error Message**

Unable to get secret key with the current MAC address

**Explanation**

Client could not determine the secret key using the current MAC address.

**Recommended Action**

Try the client Logon again. If this does not help try rebooting the client. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error getting secret key with the current MAC address

**Explanation**

Client could not determine the secret key using the current MAC address.

**Recommended Action**

Try the client operation eg. Logon/logoff again. Attempt to reboot the client to see if that helps. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to create discover socket connection.

**Explanation**

Client could not create a socket to discover the appropriate VPS server.

**Recommended Action**

Make sure that the latest urt.bat has been pushed out to the Domain Controllers and try client log in again. Also check connectivity between the client and the VPS server.

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## 4. Web Client Messages

Any of the messages defined in the client section might occur in the Windows Web Client. See the above section for the explanation for those messages and the recommended actions.

**The following messages might be seen in message boxes in the Web Client.**

**Error Message**

You need administrative privileges to release/renew the IP address. Please log off and log on with administrative privileges to this machine.

**Explanation**

For performing web client logon, you need to log into to the local machine as a user having privileges to release and renew the IP address. This in turn may need Administrative privileges on some machines.

**Recommended Action**

Logoff and logon as a user with proper privileges. If this occurs again try to reboot the machine and check that it has DHCP enabled. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

User authentication failed. Please enter user name and password again.

**Explanation**

An error occurred while authenticating the user.

**Recommended Action**

Enter your username and password again. Make sure that the URT VPS server is communicating properly with the relevant Domain Controller. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

User logon failed. Please contact administrator.

**Explanation**

An error occurred while authenticating the user.

**Recommended Action**

Attempt to login again. Reboot the client machine. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to enable trace for this user

**Explanation**

The internal trace log could not be started for the client.

**Recommended Action**

Treat this as a warning message unless you are specifically trying to capture log files for tac support. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

User failed to logoff. Please restart your machine. If you are unable login please contact administrator.

**Explanation**

An error occurred while logging off.

**Recommended Action**

Restart the client machine to make sure that it has logged off. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to get DHCP attributes. Please contact administrator.

**Explanation**

An error occurred while retrieving DHCP attributes from the client system.

**Recommended Action**

Verify that the client system is running a supported DHCP client and is receiving a DHCP lease. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to extract URT Web Client from jar file

**Explanation**

The URT Web Client applet failed to extract necessary files for running the application.

**Recommended Action**

Make sure that you are running a supported browser on a supported platform. Restart the browser and try again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to find the Java executable to launch URT Web Client

**Explanation**

The URT Web Client applet failed to locate the Java executable necessary to start the client application.

**Recommended Action**

Make sure that you are running a supported browser on a supported platform. Restart the browser and try again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to launch URT Web Client

**Explanation**

An error occurred while starting the URT Web Client.

**Recommended Action**

Make sure that you are running a supported browser on a supported platform. Restart the browser and try again. If that does not work try to reboot the client. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

No URT VPS Servers configured for URT Web Client

**Explanation**

The switch to which the client is connected to is not owned by any proper URT VPS server.

**Recommended Action**

Verify that the switch is associated to the proper VPS server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

No domains configured for URT Web Client

**Explanation**

The Web Client could not determine the domains to authenticate the user with.

**Recommended Action**

Verify that the domains are defined in the URT Administrative GUI for authenticating the web client user. If this error occurs consistently, open a support call with the Cisco TAC.

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**The following messages occur within the URT Web Client log files**

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**Error Message**

Unable to retrieve DHCP attributes

**Explanation**

An error occurred while retrieving DHCP attributes from the client system.

**Recommended Action**

Verify that the client system is running a DHCP client and is receiving a DHCP lease.

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---

**Error Message**

Process mode is not correct for building user request packet

**Explanation**

The client system must be in logon mode, logoff mode, or sync mode; instead, it is in an unexpected or unacceptable state.

**Recommended Action**

Log off the client system and logon again. If that doesn't work reboot the client machine to see if that fixes it. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Packet is null and can not be sent to client *<destinationAddress >* on port *<port >*

**Explanation**

The packet is null for an unknown reason and will not be sent.

**Recommended Action**

Try to logoff and Logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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---

**Error Message**

Unkown host exception in sending packet to *<destinationAddress>*

**Explanation**

Could not obtain the IP address of the destination.

**Recommended Action**

Verify that the connection between the client system and the VPS is working correctly. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

User logon failed

**Explanation**

User logon was unsuccessful. Review this message list for information about accompanying messages.

**Recommended Action**

Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

---

User logoff failed

**Explanation**

User logoff was unsuccessful. Review this message list for information about accompanying messages.

**Recommended Action**

Try logon again. Reboot the client to see if that helps. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

SYNC message failed

**Explanation**

User sync was unsuccessful. Please see if there are more accompanying messages and related explanation of why the logon failed.

**Recommended Action**

Confirm that you are in the expected VLAN by verifying IP address. If there is a problem, log off the client system and login again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to authenticate the user correctly for the SYNC

**Explanation**

During the sync, the user was not correctly authenticated. Among other reasons, this might happen if the domain administrator changes the user's password while the user is logged on.

**Recommended Action**

If the user is not in the correct VLAN, they should log off the client system and login again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

SYNC FAILURE:

**Explanation**

Review this message list for additional messages and explanations. This problem might occur because the client could not obtain the DHCP lease.

**Recommended Action**

Log off the client system and login again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

SpsException: Error sending user request packet to <currentVpsIpAddress> on port = <currentVpsPortAddress>. Verify the VPS configuration and the client network connection.

**Explanation**

An error occurred during sending encrypted data doing encrypted communication handshaking and while sending the encrypted data to the VPS server

**Recommended Action**

Check the connectivity between the client system and the VPS. Log off the client system and login again. If this error occurs consistently, open a support call with the Cisco TAC.

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---

**Error Message**

IOException: Error sending user request packet to <currentVpsIpAddress> on port = <currentVpsPortAddress>

**Explanation**

An error occurred while sending the packet to the VPS over a secure connection. Review this message list for additional messages and explanations.

**Recommended Action**

Check the connectivity between the client system and the VPS. Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Unable to get secret key for communication with VPS server

**Explanation**

Could not obtain the secret keys for Diffie-Hellman secured communication with VPS.

**Recommended Action**

Confirm that the client system is running on a supported platform. Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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---

**Error Message**

Unable to determine MAC address for communication with VPS server

**Explanation**

Could not obtain the media access control(MAC) address for Diffie-Hellman secured communication with the VPS.

**Recommended Action**

Confirm that the Network Interface Card (NIC) is working correctly. Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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---

**Error Message**

Error getting secret key with the current MAC address

**Explanation**

Could not obtain the secret keys for Diffie-Hellman secured communication with the VPS.

**Recommended Action**

Log off the client system and logon again. Reboot the client to see if that helps. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error encrypting user packet

**Explanation**

Could not encrypt the client packet for Diffie-Hellman secured communication with the VPS.

**Recommended Action**

Log off the client system and logon again. Reboot the client to see if that helps. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error sending user request packet to <currentVpsIpAddress> on port = <currentVpsPortAddress>

**Explanation**

An IOException occurred while the user request packet was being sent to the VPS.

**Recommended Action**

Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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---

**Error Message**

Unable to create VPS socket connection

**Explanation**

An error occurred while creating a socket connection and setting a timeout value.

**Recommended Action**

Check the network connectivity between the client system and the VPS. Log off the client system and logon again. Reboot the client and try again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to logon because VPS keeps returning busy reply

**Explanation**

The client system is repeatedly trying to contact the VPS by polling, but the reply indicates that the VPS is busy. VPS is busy loading data after a reboot; this is a common reason why the VPS will not respond.

**Recommended Action**

Wait for about 10 minutes and try again. Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to sync because VPS keeps returning busy reply

**Explanation**

The client system is repeatedly trying to contact the VPS by polling, but the reply indicates that the VPS is busy.

**Recommended Action**

Determine if the VPS is busy loading data after a reboot; this is a common reason why the VPS will not respond. Verify that the client system is in the correct VLAN. If it is not, log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to logoff because VPS keeps returning busy reply

**Explanation**

The client system is repeatedly trying to contact the VPS by polling, but the reply indicates that the VPS is busy.

**Recommended Action**

Determine if the VPS is busy loading data after a reboot; this is a common reason why the VPS will not respond. Log off the client system; if you cannot log off, reboot the system. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**



Unable to create VPS socket connection

**Explanation**

Could not create a socket for communication with the VPS.

**Recommended Action**

Check the DHCP lease and VPS connectivity from the client system. Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error sending discover packet to `<uriVpsServerIpAddress>` on port = `<currentVpsPortAddress>`

**Explanation**

An error occurred sending the discover packet to the VPS.

**Recommended Action**

Check the connectivity between the client system and the VPS. Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to read discover packet

**Explanation**

An IOException occurred while reading and analyzing the packet. The client might try to discover the VPS again.

**Recommended Action**

Log off the client system and logon again. Reboot the system and attempt logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Discover timed out waiting for reply

**Explanation**

The client system did not receive a reply from any VPS in the list.

**Recommended Action**

The primary VPS might be busy loading data after a reboot. Wait for a short time, then try to logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to discover a VPS server

**Explanation**

The client system did not receive a reply from any VPS in the list.

**Recommended Action**

The primary VPS might be busy loading data after a reboot. Wait for a short time, then try to logon again. Reboot the client. Make sure that the switch has been assigned a VPS as the owner. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failure to get current DHCP attributes. Renewing the current client IP address

**Explanation**

The client software could not obtain the current DHCP attributes; therefore, it is trying to obtain the lease again releasing and renewing the IP address.

**Recommended Action**

Attempt to renew the IP address, if this succeeds you might not need to take any action. Otherwise log off the system and logon again. Try rebooting the client and see if that helps. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to get current DHCP attributes. Renew IP address failed

**Explanation**

The client system tried to obtain a new DHCP lease or renew an existing one, but all attempts have failed.

**Recommended Action**

Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Command failed to return successfully: *<commandToExec>*

**Explanation**

Certain commands are executed to perform certain tasks on the Linux and Macintosh platforms. When those tasks fail or hang, this message is generated.

**Recommended Action**

Attempt to run the command through cli on the Linux or Macintosh machine to see if it works successfully. In some cases, depending on the command, no user action is necessary. Review the command syntax for errors. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to exec process correctly: *<commandToExecute>* error: *<error>*

**Explanation**

An error was encountered while executing the command. Please check the error details to isolate the issue on the Macintosh or Linux client.

**Recommended Action**

To isolate the problem, review the information provided in *<error>*. In some cases, depending on the command, no user action is necessary. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to get dhcp information

**Explanation**

Could not determine the DHCP information on a Linux or Macintosh system.

**Recommended Action**

Check the client and server DHCP settings. Log off the system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to get IP address: <error>

**Explanation**

Could not determine the IP address on the Linux or Macintosh client. Review the information in <error> to determine the reason for the failure.

**Recommended Action**

Reboot the client machine and attempt to perform the action again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

IP Release Failed

**Explanation**

Could not successfully release IP address and obtain a DHCP lease on the Linux or Macintosh client.

**Recommended Action**

Reboot the client machine and attempt to perform the action again. Verify that DHCP on the client system is working correctly. Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

IP Renew Failed

**Explanation**

Could not successfully renew IP address and obtain a DHCP lease on the Linux or Macintosh client.

**Recommended Action**

Reboot the client machine and attempt to perform the action again. Verify that DHCP on the client system is working correctly. Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error while checking whether DHCPD process is running or not

**Explanation**

Errors were encountered while verifying whether the DHCPD process is running on the Linux client.

**Recommended Action**

Verify whether the appropriate DHCP client is running properly on the client system. Review any accompanying error messages (if any exist). If this error occurs consistently, open a support call with the Cisco TAC.

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---

**Error Message**

The dhcpd process is currently running

**Explanation**

The dhcpd process that is running was started by a non-root user on the Linux client.

**Recommended Action**

If logging on and logging off is successful, treat this as a warning message only. If logging on and logging off is not successful check the dhcpd process and make a root to start it during booting process. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

The dhcpd process is currently running as root

**Explanation**

The dhcpd process that is running was started appropriately by a root user on the Linux or Macintosh client.

**Recommended Action**

Treat this as an informational message only.

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**Error Message**

Creating empty /var/state/dhcp/dhcpd.leases file failed

**Explanation**

While releasing and renewing the lease, the previous lease file is deleted so that unexpired leases are deleted and not incorrectly assigned to the client system. An error occurred while this blank lease file was being created on the Linux client.

**Recommended Action**

If logging on and logging off is successful, treat this as a warning message only. If there is a persistent problem, try logging off and logging in again.

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**Error Message**

Error while checking whether dhclient process is running or not

**Explanation**

An error occurred while verifying whether the dhclient process is running correctly on the Linux client.

**Recommended Action**

Verify that the DHCP settings on the client system are working correctly. If they are working correctly, try again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

The dhclient process is running

**Explanation**

The dhclient process that is running was started by a non-root user on the Linux client.

**Recommended Action**

If logging on and logging off is successful, treat this as a warning message only. If logging in and logging off is not successful, check the dhclient. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

The dhclient process is currently running as root

**Explanation**

The dhclient process that is running was started appropriately by a root user on the Linux client.

**Recommended Action**

Treat this as an informational message only.

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---

**Error Message**

Creating empty /var/lib/dhcp/dhclient.leases file failed

**Explanation**

While releasing and renewing the lease, the previous lease file is deleted so that unexpired leases are deleted and not incorrectly assigned to the client system. An error occurred while this blank lease file was being created on the Linux client.

**Recommended Action**

If logging in and logging off is successful, treat this as a informational message only. If there is a persistent problem, try logging off and logging on again.

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**Error Message**

Exception while releasing IP address on Mac OS X: <e>

**Explanation**

An error occurred while releasing an IP address on a MAC OS X client. To isolate the problem, review the information provided in <e>.

**Recommended Action**

Verify the DHCP settings on the client system and reboot the client. If this error occurs consistently, open a support call with the Cisco TAC.

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---

**Error Message**

IP Renew Address Failed

**Explanation**

Could not successfully renew the IP address and obtain a DHCP lease.

**Recommended Action**

Verify that DHCP on the client system is working correctly. Log off the client system and logon again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed to format DHCP lease time:<e>

**Explanation**

The URT client collects the time to renew the DHCP as one of the parameters, and formats it in the correct syntax on the Linux or Macintosh client. There was a problem while formatting the DHCP lease time.

**Recommended Action**

If logon, logoff, and sync work correctly, treat this as a informational message only. Verify the DHCP is enabled on the client system. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed during getting DHCP Server

**Explanation**

The URT client had problems while trying to determine the DHCP Server on the Linux or Macintosh client.

**Recommended Action**

Verify that the DHCP settings are set correctly on the client system and on the DHCP server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed getting the Subnet Address using /sbin/ifconfig

**Explanation**

The URT client could not determine the client subnet address using the /sbin/ifconfig command on a Linux or Macintosh client.

**Recommended Action**

Verify that the DHCP settings are set correctly on the client system and on the DHCP server. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Failed during getting default gateway using /usr/sbin/netstat

**Explanation**

The URT client could not determine the client subnet gateway using the /usr/sbin/netstat command on a Linux or Macintosh client.

**Recommended Action**

Verify that the DHCP settings are set correctly on the client system and on the DHCP server. If this error occurs consistently, open a support call with the Cisco TAC.

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---

**Error Message**

Failed to get MAC address

**Explanation**

An error occurred while trying to determine the media access control address of the Linux or Macintosh client.

**Recommended Action**

Verify that only one network interface card (NIC) is installed; verify the NIC settings.

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---

**Error Message**

Error during getting mac address: <e>

**Explanation**

An error occurred while trying to determine the media access control address of the Linux or Macintosh client.

**Recommended Action**

Verify that only one network interface card (NIC) is installed; verify the NIC settings. To isolate the problem, review the information provided in <e>.

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**Error Message**

Failed to ping IP address

**Explanation**

The Linux or Macintosh client software could not ping the IP address (usually the gateway address).

**Recommended Action**

Verify the IP address and other DHCP parameters on the client system. Log off the client system and login again. If this error occurs consistently, open a support call with the Cisco TAC.

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**Error Message**

Error while checking whether pump process is running or not

**Explanation**

An error occurred while the Linux client was trying to determine which DHCP client is running on the client system.

**Recommended Action**

Verify the DHCP settings and the DHCP client running on the Linux system.

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---

**Error Message**

The pump process is NOT running as root

**Explanation**

The pump process that is running was started by a non-root user.

**Recommended Action**

Verify the DHCP settings and the DHCP client running on the Linux system. If using pump, ensure that it is started only by a root user.

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---

**Error Message**

The pump process is NOT running

**Explanation**

The pump process on the Linux web client is not running.

**Recommended Action**

Verify the DHCP settings and DHCP client running on the Linux system.

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---

**Error Message**

The dhcpd process is NOT running as root

**Explanation**

The dhcpd process that is running was started by a non-root user.

**Recommended Action**

Verify the DHCP settings and DHCP client running on the Linux system. If using dhcpd, ensure that it is started only by a root user.

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**Error Message**

Error while checking whether dhclient process is running or not

**Explanation**

An error occurred while the Linux web client was trying to determine if the dhclient process is running.

**Recommended Action**

Verify the DHCP settings and DHCP client running on the Linux system.

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---

**Error Message**

The dhclient process is NOT running as root

**Explanation**

The dhclient process that is running was started by a non-root user

**Recommended Action**

Verify the DHCP settings and DHCP client running on the Linux system. If using dhclient, ensure that it is started only by a root user.

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---

**Error Message**

The dhclient process is NOT running

**Explanation**

The dhclient process has not been started.

**Recommended Action**

Verify the DHCP settings and DHCP client running on the Linux system.

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**Error Message**

The Linux version does not have a supported process running

**Explanation**

An error occurred while the Linux web client was trying to determine the DHCP client type.

**Recommended Action**

Verify the DHCP settings and DHCP client running on the Linux system.

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