



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

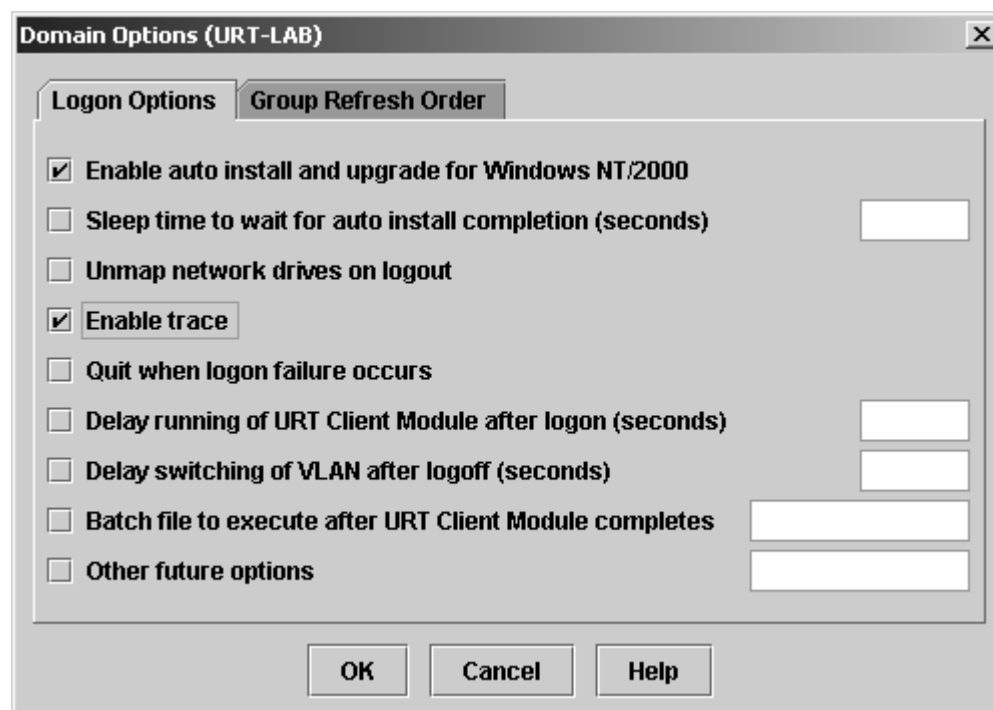
Start the URT Administrative GUI.

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

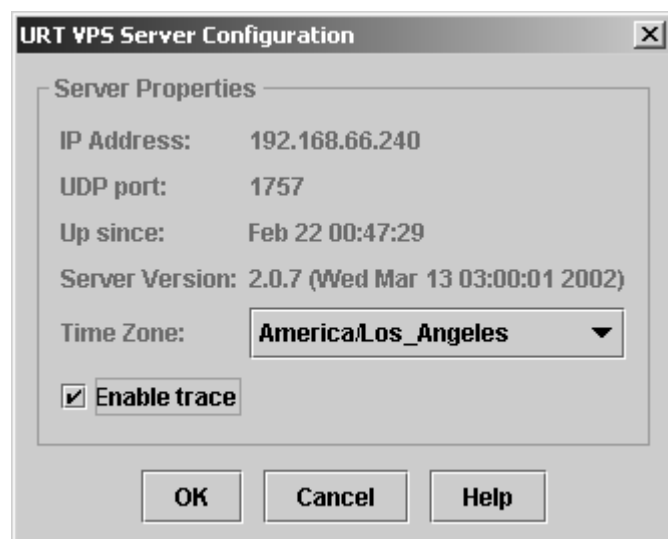
Enable the trace on the VPS Server

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**

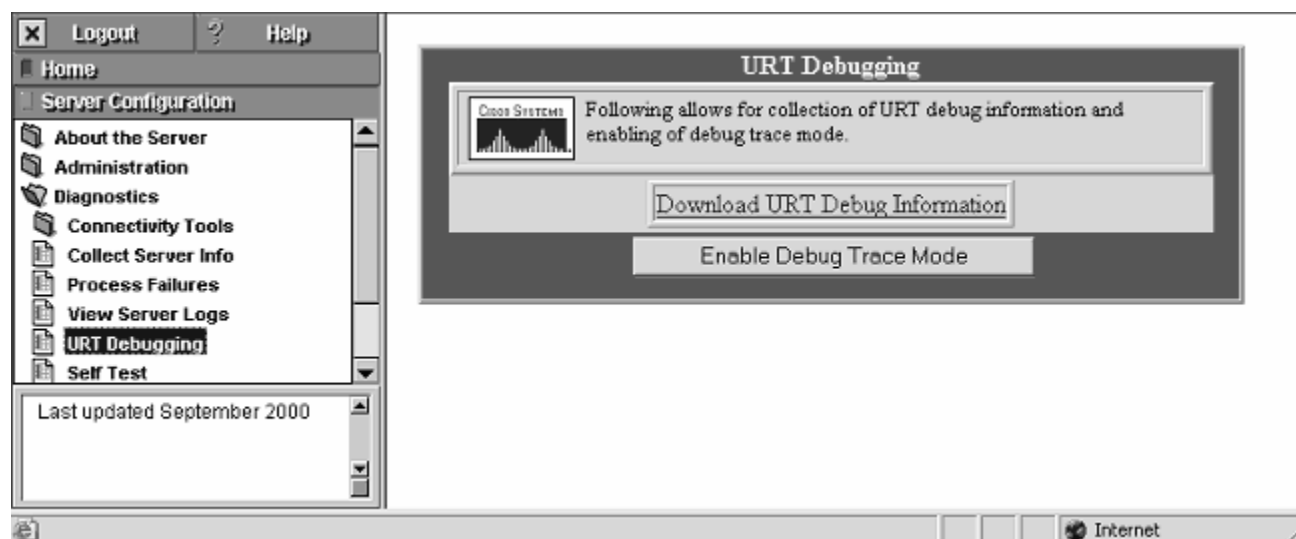
Select **Diagnostics**

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

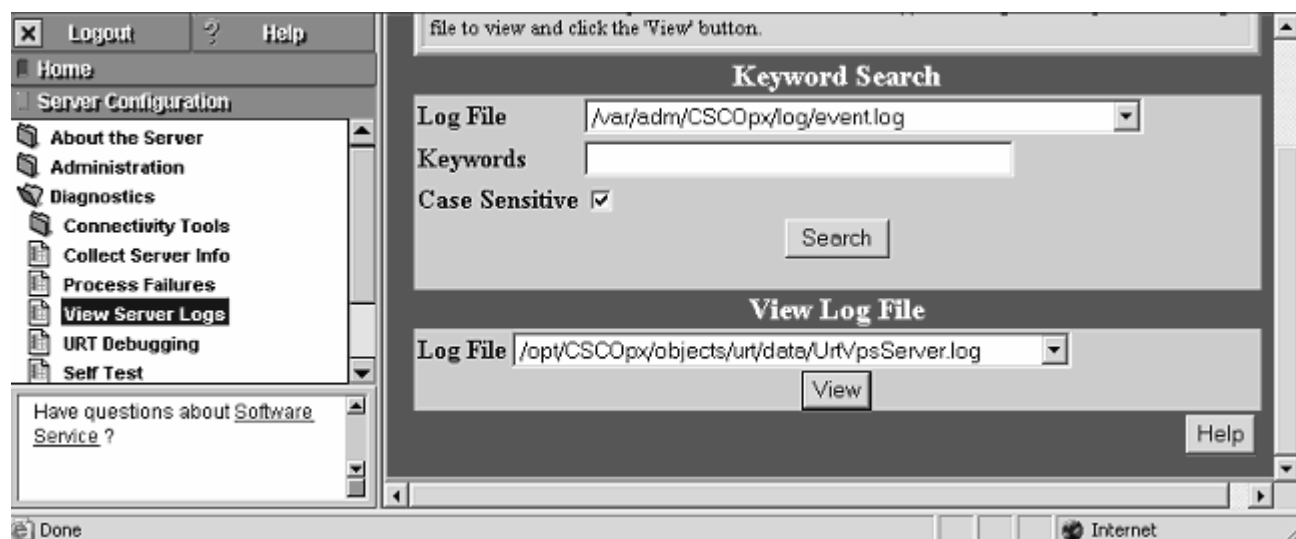


Alternatively you can copy individual log files as follows:

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 1102:

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 1102 View and Download URT VPS Log Files

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) |
|-----------------------------------|-------------------|
| UrVpsServer.log | 1696169 |
| UrVpsServer.log.1 | 72589 |
| UrVpsServer.log.2 | 3685238 |
| UrVpsServer.log.3 | 2152066 |
| UrVpsServer.log.4 | 50562 |
| UrVpsServer.log.5 | 0 |
| UrVpsServer.log.6 | 37225 |
| UrVpsServer.log.7 | 1012 |
| UrVpsServer.log.8 | 1007 |
| UrVpsServer.log.9 | 468 |

[Enable Debug Trace Mode](#)

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

3. Administrative Server Logs

Enable the trace on the URT Administrative Server

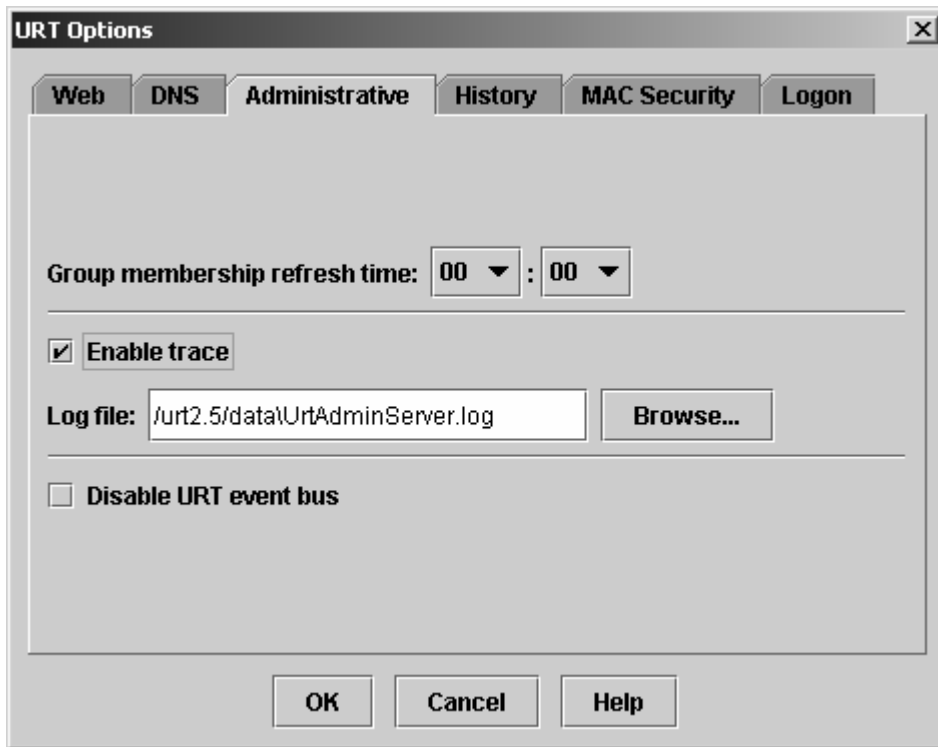
Start the URT Administrative server.

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

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

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 UrtVmppsServer process and remove the specified XML file. Restart the UrtVmppsServer 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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Fatal 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 UrtVmpsServer.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

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 *<urtVpsServerIpAddress>* 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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