

Ruckus SmartZone 300 and Virtual SmartZone High Scale Alarm and Event Reference Guide, 5.1.1

Supporting SmartZone 5.1.1

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Document Conventions

The following table lists the text conventions that are used throughout this guide.

TABLE 1 Text Conventions

| Convention | Description | Example |
|----------------|---|---|
| monospace | Identifies command syntax examples | <code>device(config)# interface ethernet 1/1/6</code> |
| bold | User interface (UI) components such as screen or page names, keyboard keys, software buttons, and field names | On the Start menu, click All Programs . |
| <i>italics</i> | Publication titles | Refer to the <i>Ruckus Small Cell Release Notes</i> for more information. |

Notes, Cautions, and Warnings

Notes, cautions, and warning statements may be used in this document. They are listed in the order of increasing severity of potential hazards.

NOTE

A NOTE provides a tip, guidance, or advice, emphasizes important information, or provides a reference to related information.

ATTENTION

An ATTENTION statement indicates some information that you must read before continuing with the current action or task.



CAUTION

A CAUTION statement alerts you to situations that can be potentially hazardous to you or cause damage to hardware, firmware, software, or data.



DANGER

A DANGER statement indicates conditions or situations that can be potentially lethal or extremely hazardous to you. Safety labels are also attached directly to products to warn of these conditions or situations.

Command Syntax Conventions

Bold and italic text identify command syntax components. Delimiters and operators define groupings of parameters and their logical relationships.

| Convention | Description |
|------------------------------------|---|
| bold text | Identifies command names, keywords, and command options. |
| <i>italic text</i> | Identifies a variable. |
| [] | Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets. |
| { x y z } | A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options. |
| x y | A vertical bar separates mutually exclusive elements. |
| < > | Nonprinting characters, for example, passwords, are enclosed in angle brackets. |
| ... | Repeat the previous element, for example, <i>member[member...]</i> . |
| \ | Indicates a “soft” line break in command examples. If a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash. |

Document Feedback

Ruckus is interested in improving its documentation and welcomes your comments and suggestions.

You can email your comments to Ruckus at ruckus-docs@arris.com.

When contacting us, include the following information:

- Document title and release number
- Document part number (on the cover page)
- Page number (if appropriate)

For example:

- Ruckus SmartZone Upgrade Guide, Release 5.0
- Part number: 800-71850-001 Rev A
- Page 7

Ruckus Product Documentation Resources

Visit the Ruckus website to locate related documentation for your product and additional Ruckus resources.

Release Notes and other user documentation are available at <https://support.ruckuswireless.com/documents>. You can locate the documentation by product or perform a text search. Access to Release Notes requires an active support contract and a Ruckus Support Portal user account. Other technical documentation content is available without logging in to the Ruckus Support Portal.

White papers, data sheets, and other product documentation are available at <https://www.ruckuswireless.com>.

Online Training Resources

To access a variety of online Ruckus training modules, including free introductory courses to wireless networking essentials, site surveys, and Ruckus products, visit the Ruckus Training Portal at <https://training.ruckuswireless.com>.

Contacting Ruckus Customer Services and Support

The Customer Services and Support (CSS) organization is available to provide assistance to customers with active warranties on their Ruckus products, and customers and partners with active support contracts.

For product support information and details on contacting the Support Team, go directly to the Ruckus Support Portal using <https://support.ruckuswireless.com>, or go to <https://www.ruckuswireless.com> and select **Support**.

What Support Do I Need?

Technical issues are usually described in terms of priority (or severity). To determine if you need to call and open a case or access the self-service resources, use the following criteria:

- Priority 1 (P1)—Critical. Network or service is down and business is impacted. No known workaround. Go to the **Open a Case** section.
- Priority 2 (P2)—High. Network or service is impacted, but not down. Business impact may be high. Workaround may be available. Go to the **Open a Case** section.
- Priority 3 (P3)—Medium. Network or service is moderately impacted, but most business remains functional. Go to the **Self-Service Resources** section.
- Priority 4 (P4)—Low. Requests for information, product documentation, or product enhancements. Go to the **Self-Service Resources** section.

Open a Case

When your entire network is down (P1), or severely impacted (P2), call the appropriate telephone number listed below to get help:

- Continental United States: 1-855-782-5871
- Canada: 1-855-782-5871
- Europe, Middle East, Africa, Central and South America, and Asia Pacific, toll-free numbers are available at <https://support.ruckuswireless.com/contact-us> and Live Chat is also available.
- Worldwide toll number for our support organization. Phone charges will apply: +1-650-265-0903

We suggest that you keep a physical note of the appropriate support number in case you have an entire network outage.

Self-Service Resources

The Ruckus Support Portal at <https://support.ruckuswireless.com> offers a number of tools to help you to research and resolve problems with your Ruckus products, including:

- Technical Documentation—<https://support.ruckuswireless.com/documents>

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Contacting Ruckus Customer Services and Support

- Community Forums—<https://forums.ruckuswireless.com/ruckuswireless/categories>
- Knowledge Base Articles—<https://support.ruckuswireless.com/answers>
- Software Downloads and Release Notes—https://support.ruckuswireless.com/#products_grid
- Security Bulletins—<https://support.ruckuswireless.com/security>

Using these resources will help you to resolve some issues, and will provide TAC with additional data from your troubleshooting analysis if you still require assistance through a support case or RMA. If you still require help, open and manage your case at https://support.ruckuswireless.com/case_management.

About This Guide

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Introduction

This *SmartZone Alarm and Event Reference Guide* describes the various types of alarms and events that SmartZone 300 (SZ300) and Virtual SmartZone-High-Scale (vSZ-H) (collectively referred to as “the controller” throughout this guide) generates. For each alarm and event this guide provides the code, type, attributes, and description.

This guide is written for service operators and system administrators who are responsible for managing, configuring, and troubleshooting Ruckus devices. Consequently, it assumes a basic working knowledge of local area networks, wireless networking, and wireless devices.

NOTE

If release notes are shipped with your product and the information there differs from the information in this guide, follow the instructions in the release notes.

Most user guides and release notes are available in Adobe Acrobat Reader Portable Document Format (PDF) or HTML on the Ruckus Support Web site at <https://support.ruckuswireless.com/contact-us>.

Terminology

The following table lists the terms used in this guide.

TABLE 2 Terms used

| Term | Description |
|-----------|--|
| 3GPP | 3rd Generation Partnership Project |
| AAA | Authentication, Authorization, and Accounting |
| AD | Active Directory |
| AMBR | Aggregate Maximum Bit Rate |
| AP | Access Point |
| APN | Access Point Name |
| ASP | Application Service Provider |
| ASPDN | ASP Down |
| ASPDN ACK | ASP Down Acknowledgment |
| ASR | Abort Session Request |
| AVP | Ruckus Vendor specific attribute Pair |
| BMD | Billing Mediation Device is a network component in a telecommunications network that receives, processes, reformats and sends information to other formats between network elements. |
| BSSID | Basic Service Set Identifier |
| CCM | Common Configuration Module |
| CDF | Charging Data Function |

TABLE 2 Terms used (continued)

| Term | Description |
|------------|--|
| CDR | Call Detail Record. A formatted collection of information on chargeable events used for accounting and billing. For example, call set-up, call duration and amount of data transferred. |
| CEA | Capabilities Exchange Answer |
| CER | Capabilities Exchange Request |
| CGF | Charging Gateway Function |
| CHAP | Challenge Handshake Authentication Protocol |
| CIP | Channel Interface Processor |
| CLB | Client Load Balance |
| CNN | Configuration Change Notifier |
| CNR | Configuration Notification Receiver |
| CoA | Change of Authorization |
| Controller | Refers to either SZ300 or vSZ-H as the case may be. |
| CPE | Customer-Premises Equipment |
| CTF | Charging Trigger Function |
| DEA | Diameter-EAP-Answer |
| DER | Diameter-EAP-Request |
| DHCP | Dynamic Host Configuration Protocol |
| DM | Dynamic Multipoint |
| DNS | Domain Name System |
| DPR | Diameter Disconnect Peer Request |
| DRT | Data Record Transfer |
| EAP | Extensible Authentication Protocol |
| EBI | EPS Bearer ID |
| EMAP | Ethernet Mesh AP |
| EPC | Evolved Packet Core |
| EPS | Evolved Packet System |
| F-TEID | Fully Qualified Tunnel Endpoint Identifier |
| FTP | File Transfer Protocol |
| Ga | Reference point between a CDF and the CGF for CDR transfer |
| GGSN | Gateway GPRS Support Node |
| GPDU | GTP Packet Data Unit |
| GPB | Google Protocol Buffer |
| GPRS | General Packet Radio Service |
| GSN | GPRS Support Node |
| GSN APN | GPRS serving node, is an application module in the controller, which handles GTP messages. |
| GTP | GPRS Tunneling Protocol |
| GTP-C | GTP control plane |
| GTP-U | GTP user plane |
| GTP' | GPRS protocol, used for CDR transport. It is derived from GTP with enhancements to improve transport reliability necessary for CDRs |
| GTPP | GPRS Tunneling Protocol Prime |

TABLE 2 Terms used (continued)

| Term | Description |
|--------------------|--|
| GTPv1-U | GTP version 1, user plane |
| GTPv2-C | GTP version 2, control plane |
| HIP | Host Identity Protocol |
| HLR | Home Location Register |
| ICMP | Internet Control Message Protocol |
| IE | Information Element |
| IMSI | International Mobile Subscriber Identity |
| IP | Internet Protocol |
| IP-CAN | IP Connectivity Access Network |
| IPSP | IP Signalling Protocol |
| LBS | Location Based Service |
| LCS | Location Services |
| LDAP | Lightweight Directory Access Protocol |
| LMA | Local Mobility Anchor |
| MAP | Mobile Application Part |
| MCC | Mobile Country Code |
| MNC | Mobile Network Code |
| MOR | Maximum Outstanding Requests |
| MS-ISDN | Mobile Subscriber Integrated Services Digital Network Number |
| MTU | Maximum Transmission Unit |
| MWSG | Metro Wireless Security Gateway |
| NAS | Network Access Server |
| NTP | Network Time Protocol) |
| P-GW | Packet Data Network Gateway |
| PAA | PDN Address Allocation |
| PCN | Packet switched Core network Node (SGSN, GGSN, S-GW, P-GW) |
| PCO | Protocol Configuration Options |
| PDN | Packet Data Network |
| PDP | Packet Data Protocol |
| PGW | PDN Gateway |
| produce.short.name | Refers to either SZ300 or vSZ-H |
| R-WSG/WSG | Ruckus Security Gateway |
| RAC | Radio Access Controller |
| RAP | Root Access Point |
| RAR | Re-Auth Request |
| RSSI | Received Signal Strength Indicator |
| S-CDR | SGSN Call Detail Record |
| SCTP | Stream Control Transmission Protocol |
| SCTP | Stream Control Transmission Protocol |
| SG | Signalling Gateway |
| SGSN | Serving GPRS Support Node |

TABLE 2 Terms used (continued)

| Term | Description |
|------|---|
| SGW | Serving Gateway |
| SSID | Service Set Identifier (SSID) |
| STR | STR (Session Termination-Request) |
| TCAP | Transaction Capabilities Application Part |
| TCP | Transmission Control Protocol |
| TEID | Tunnel End Point Identifier |
| UDP | User Datagram Protocol |
| UE | User Equipment |
| UI | Web User Interface |
| USB | Universal Serial Bus |
| WDS | Wireless Distribution System |

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SmartZone Version 5.1.1

New SZ300 Events in Release 5.1.1

| Event Code | Event |
|------------|-----------------------------|
| 4501 | cloudServicesEnabled |
| 4502 | cloudServicesDisabled |
| 4503 | cloudAnalyticsEnabled |
| 4504 | cloudAnalyticsDisabled |
| 4601 | cloudServicesTokenRefreshed |
| 4602 | cloudAnalyticsTokenRenewed |
| 8007 | szLoginFail |
| 8008 | szLogin |
| 8009 | szLogout |
| 99000 | keyGenFail |
| 99001 | keyDisFail |
| 99002 | keyDisFailGTK |
| 99003 | wpaEnDecFail |
| 99004 | ipsecSesFail |
| 99005 | authAttempts |
| 99006 | authUnsucces |
| 99007 | authReauth |
| 99008 | auth8021xClient |
| 99009 | fwManualInitiation |
| 99010 | apMGMNTTSFData |
| 99011 | apTSFFailure |

Revision History

SmartZone Version 5.1.1

| Event Code | Event |
|------------|---|
| 99012 | apSelfTests |
| 99013 | fwInitiationUpdate |
| 99014 | disContiChan |
| 99015 | apLocalSessionTimeout |
| 99016 | apRemoteSessionTimeout |
| 99017 | apInteractiveSeesionTerm |
| 99018 | sshInitiation |
| 99019 | sshTermination |
| 99020 | sshFailure |
| 99021 | tlsInitiation |
| 99022 | tlsTermination |
| 99023 | tlsFailure |
| 99024 | ipsecInitiation |
| 99025 | ipsecTermination |
| 99026 | ipsecFailure |
| 99200 | dpIntegrityTestFailed |
| 99201 | dpCliEnableFailed |
| 99202 | dpReAuth |
| 99203 | dpPasswordMinLengthUpdated |
| 99204 | dpPasswordChanged |
| 99205 | dpEnablePasswordChanged |
| 99206 | dpHttpsAuthFailed |
| 99207 | dpCertUploaded |
| 99208 | dpScgFqdnUpdated |
| 99210 | dpInitUpgrade |
| 99211 | dpDiscontinuousTimeChangeNTPServerdpNtpTimeSync |
| 99212 | dpUserLogin |
| 99213 | dpUserLoginFailed |
| 99214 | dpUserLogout |
| 99215 | dpAccountLocked |
| 99220 | dpSessionIdleUpdated |
| 99221 | dpSessionIdleTerminated |
| 99230 | dpSshTunnFailed |
| 99231 | dpHttpsConnFailed |
| 99240 | dpIPsecTunnCreateFailed |

SmartZone Version 5.1

New SZ300 Alarms in Release 5.1

TABLE 3 Alarms added in release 5.1

| Alarm Code | Alarm |
|------------|--|
| 962 | apCapacityReached |
| 1289 | switchConnectionTerminatedDueToInsufficientLicense |
| 9109 | simRemoval |
| 20000 | PowerSupplyfailure |
| 20001 | FanFailure |
| 20002 | ModuleInsertion |
| 20003 | ModuleRemoval |
| 20004 | TemperatureAboveThresholdWarning |
| 20005 | StackMemberUnitFailure |
| 20006 | PoePowerAllocationFailure |
| 20007 | DhcpOfferDroppedMessage |
| 20008 | PortPutIntoErrorDisableState |
| 21000 | SwitchOffline |
| 21001 | OverSwitchMaxCapacity |
| 21002 | SwitchDuplicated |
| 22003 | rejectCertificateSigningRequest |
| 22004 | pendingCertificateSigningRequest |
| 22011 | majorCpuThresholdExceed |
| 22012 | criticalCpuThresholdExceed |
| 22021 | majorMemoryThresholdExceed |
| 22022 | criticalMemoryThresholdExceed |
| 22031 | hitMajorSwitchCombinedEvent |
| 22032 | hitCriticalSwitchCombinedEvent |

New SZ300 Events in Release 5.1

| Event Code | Event |
|------------|--|
| 189 | jammingDetected |
| 232 | packetSpoofingDetectedFromWireless |
| 233 | packetSpoofingDetectedFromWirelessSourceMacSpoofed |
| 234 | packetSpoofingDetectedFromWired |
| 235 | packetSpoofingDetectedFromWiredSourceMacSpoofed |
| 352 | apSwitchoverFailed |
| 628 | dpSwitchover |
| 962 | apCapacityReached |
| 1019 | Unconfirmed Program Detection |

Revision History
SmartZone Version 5.1

| Event Code | Event |
|------------|--|
| 1289 | switchConnectionTerminatedDueToInsufficientLicense |
| 1290 | dpBackupSuccess |
| 1291 | dpBackupFailed |
| 1292 | dpRestoreSuccess |
| 1293 | dpRestoreFailed |
| 22000 | getCACertRequest |
| 22001 | certificateSigningRequest |
| 22002 | acceptCertificateSigningRequest |
| 22003 | rejectCertificateSigningRequest |
| 22004 | pendingCertificateSigningRequest |
| 22010 | warningCpuThresholdExceed |
| 22011 | majorCpuThresholdExceed |
| 22012 | criticalCpuThresholdExceed |
| 22020 | warningMemoryThresholdExceed |
| 22021 | majorMemoryThresholdExceed |
| 22022 | criticalMemoryThresholdExceed |
| 22030 | hitWarningSwitchCombinedEvent |
| 22031 | hitMajorSwitchCombinedEvent |
| 22032 | hitCriticalSwitchCombinedEvent |
| 9100 | changeToPrimaryBackhaul |
| 9101 | changeToSecondaryBackhaul |
| 9102 | lteConnectivityFailed |
| 9103 | ethernetConnectivityFailed |
| 9104 | lteDhcpTimeout |
| 9105 | ethernetLinkDown |
| 9106 | ethernetLinkUp |
| 9107 | simSwitch |
| 9108 | remoteHostBlacklisted |
| 9109 | simRemoval |
| 9110 | lteNetworkRegistrationStatus |
| 9111 | lteConnectionStatus |
| 9112 | lteGoodRssiStatus |
| 9113 | lteWeakRssiStatus |
| 9114 | apCLBCapacityLimitReached |
| 9115 | apCLBCapacityLimitRecovered |

SmartZone Version 5.0

Alarms in Release 5.0

TABLE 4 Alarms added in release 5.0

| Alarm Code | Alarm |
|------------|---|
| 868 | upgradeSSTableFailed |
| 874 | clusterRedundancySyncCfgFailed |
| 877 | clusterRedundantRestoreCfgFailed |
| 881 | clusterRedundancyApRehomeIncomplete |
| 1019 | Unconfirmed Program Detection |
| 1026 | apCfgDhcpNatDwpdEthPortConfigOverride |
| 1027 | sZCfgDhcpNatManualEthPortConfigOverride |
| 1277 | dpDhcpIpLicenseNotEnough |
| 1278 | dpNatSessionLicenseNotEnough |

TABLE 5 Deprecated alarms in release 5.0

| Alarm Code | Alarm |
|------------|----------------------------|
| 1016 | hipFailover |
| 1401 | diaInitializeErr |
| 1407 | diaPeerAddError |
| 1409 | diaPeerRemoveSuccess |
| 1410 | diaRealmEntryErr |
| 1411 | diaFailOverToAltPeer |
| 1412 | diaFailbackToPeer |
| 1414 | diaCEAUnknownPeer |
| 1415 | diaNoCommonApp |
| 1551 | staAuthFailedTransDown |
| 1552 | staAuthFailedFailureResp |
| 1553 | staAuthFailedDecodeFailure |
| 1558 | staReAuthFailed |
| 1559 | staResponseTimerExpired |
| 1560 | retransmitExhausted |
| 1610 | cnxnToCgffailed |
| 1614 | cdrTxfrFailed |
| 1615 | cdrGenerationFailed |
| 5006 | lmalcmpUnreachable |
| 5008 | lmaFailOver |
| 5010 | bindingFailure |

Events in Release 5.0

TABLE 6 Events added in release 5.0

| Event Code | Event |
|------------|----------------------------------|
| 1277 | dpDhcpIpLicenseNotEnough |
| 1278 | dpNatSessionLicenseNotEnough |
| 1283 | dpNatSessionCapacityUsageRate80 |
| 1284 | dpNatSessionCapacityUsageRate100 |
| 1285 | dpDhcpIpCapacityUsageRate80 |
| 1286 | dpDhcpIpCapacityUsageRate100 |
| 1287 | dpDhcpIpLicenseRemoved |
| 1288 | dpNatSessionLicenseRemoved |
| 8012 | AdminSessionExpired |
| 8013 | DisableInactiveAdmins |
| 8014 | TwoFactorAuthFailed |
| 20000 | SwitchCriticalMessage |
| 20001 | SwitchAlertMessage |
| 20002 | SwitchWarningMessage |

TABLE 7 Deprecated events in release 5.0

| Event Code | Event |
|------------|----------------------------|
| 1016 | hipFailover |
| 1232 | accSessStarted |
| 1233 | accSessStartFailed |
| 1246 | accSessStopSucc |
| 1247 | accSessStopFail |
| 1248 | accSessInterimFail |
| 1401 | diaNitalizeErr |
| 1402 | diaInitialization |
| 1407 | diaPeerAddError |
| 1409 | diaPeerRemoveSuccess |
| 1410 | diaRealmEntryErr |
| 1411 | diaFailOverToAltPeer |
| 1412 | diaFailbackToPeer |
| 1414 | diaCEAUnknownPeer |
| 1415 | diaNoCommonApp |
| 1551 | staAuthFailedTransDown |
| 1552 | staAuthFailedFailureResp |
| 1553 | staAuthFailedDecodeFailure |
| 1558 | staReAuthFailed |
| 1559 | staResponseTimerExpired |
| 1560 | retransmitExausted |
| 1610 | cnxnToCgfFailed |

TABLE 7 Deprecated events in release 5.0 (continued)

| Event Code | Event |
|------------|---------------------|
| 1614 | cdrTxfrFailed |
| 1615 | cdrGenerationFailed |
| 5006 | lmalcmpUnreachable |
| 5008 | lmaFailOver |
| 5010 | bindingFailure |

SmartZone 3.6.1

New Alarms in Release 3.6.1

| Alarm Code | Alarm |
|------------|----------------------------------|
| 956 | clientCountDropThresholdExceeded |

New Events in Release 3.6.1

| Event Code | Event |
|------------|--|
| 956 | clientCountDropThresholdExceeded |
| 1280 | apConnectionTerminatedDueToInsufficientLicense |
| 1281 | urlFilteringLicenseInsufficient |
| 8010 | passwordExpiration |
| 8011 | adminAccountLockout |

Deprecated Events in Release 3.6.1

| Event Code | Event |
|------------|-------------------------------|
| 181 | SSID-spoofing rogue AP |
| 182 | mac-spoofingRogueAPDetected |
| 183 | same-networkRogueAPDetected |
| 184 | ad-hoc-networkRogueAPDetected |

SmartZone Version 3.6

New Events in Release 3.6

| Event Code | Event |
|------------|------------------------|
| 186 | generalRogueAPDetected |
| 187 | apSigningInformation |

| Event Code | Event |
|------------|-----------------------------------|
| 349 | apClusterFailover |
| 350 | apRehomeFailover |
| 872 | allServiceOutOfService |
| 873 | allServiceInService |
| 874 | clusterRedundancySyncCfgFailed |
| 8001 | application of user is identified |
| 8002 | application of user is denied |
| 8003 | urlFilteringServerUnreachable |
| 8004 | urlFilteringServerReachable |

SmartZone Version 3.5.1

The following are the changes for version 3.5.1.

New Event

| Event Code | Event |
|------------|------------------------------|
| 2802 | wiredClientJoin |
| 2803 | wiredClientJoinFailure |
| 2804 | wiredClientDisconnect |
| 2806 | wiredClientAuthorization |
| 2808 | wiredClientSessionExpiration |

SmartZone Version 3.5

The following are the changes for version 3.5.

Deprecated Alarm and Event

| Code | Type | Replace With |
|-------------------------|---------------|-------------------------------------|
| Alarm 835 and Event 837 | resyncNTPTIME | Alarm and Event 855 - unsyncNTPTIME |

New Alarm

| Alarm Code | Alarm |
|------------|--|
| 341 | apDHCPServiceFailure |
| 346 | apNATFailureDetectedbySZ NOTE Description for Alarm 346 is changed. |

| Alarm Code | Alarm |
|------------|---|
| 855 | unsyncNTPTIME |
| 858 | clusterUploadKspFileFailed |
| 974 | csvFtpTransferMaxRetryReached |
| 975 | csvDiskThresholdExceeded |
| 976 | csvDiskMaxCapacityReached |
| 1024 | apCfgNonDhcpNatWlanVlanConfigMismatch |
| 1025 | apCfgDhcpNatWlanVlanConfigMismatch |
| 1258 | dpDcToCaleaConnectFail |
| 1261 | dpP2PTunnelConnectFail |
| 1265 | dpDhcpIpPoolUsageRate100 |
| 1267 | zoneAffinityLastDpDisconnected |
| 1762 | racADLDAPTLSTimeout |
| 4003 | disabledSciDueToUpgrade |
| 4005 | disabledSciAndFtpDueToMutuallyExclusive |

New Event

| Event Code | Event |
|------------|----------------------------------|
| 117 | apGetConfigFailed |
| 228 | clientBlockByBarringUERule |
| 229 | clientUnBlockByBarringUERule |
| 328 | apHealthLatencyFlag |
| 329 | apHealthCapacityFlag |
| 330 | apHealthConnectionFailureFlag |
| 331 | apHealthClientCountFlag |
| 333 | apHealthCapacityFlag |
| 334 | apHealthConnectionFailureClear |
| 335 | apHealthClientCountClear |
| 336 | apDHCPFailoverDetected |
| 337 | apDHCPFallbackDetected |
| 338 | apSecondaryDHCPAPDown |
| 339 | apSecondaryDHCPAPUp |
| 340 | apDHCIPIPPoolMaxThresholdReached |
| 341 | apDHCPServiceFailure |
| 342 | apNATFailoverDetected |
| 343 | apNATFallbackDetected |
| 344 | apNATVlanCapacityAffected |
| 345 | apNATVlanCapacityRestored |
| 346 | apNATFailureDetectedbySZ |
| 347 | apHealthAirUtilizationFlag |
| 348 | apHealthAirUtilizationClear |
| 855 | unsyncNTPTIME |

| Event Code | Event |
|------------|---|
| 869 | Reindex ElasticSearch finished |
| 870 | clusterInitContactApr |
| 972 | csvFtpTransfer |
| 973 | csvFtpTransferError |
| 974 | csvFtpTransferMaxRetryReached |
| 975 | csvDiskThresholdExceeded |
| 976 | csvDiskMaxCapacityReached |
| 977 | csvDiskThresholdBackToNormal |
| 1024 | apCfgNonDhcpNatWlanVlanConfigMismatch |
| 1025 | apCfgDhcpNatWlanVlanConfigMismatch |
| 1257 | dpDcToCaleaConnected |
| 1258 | dpDcToCaleaConnectFail |
| 1259 | dpDcToCaleaDisconnected |
| 1260 | dpP2PTunnelConnected |
| 1261 | dpP2PTunnelConnectFail |
| 1262 | dpP2PTunnelDisconnected |
| 1263 | dpStartMirroringClient |
| 1264 | dpStopMirroringClient |
| 1265 | dpDhcpIpPoolUsageRate100 |
| 1266 | dpDhcpIpPoolUsageRate80 |
| 1267 | zoneAffinityLastDpDisconnected |
| 1268 | dpCaleaUeInterimMatched |
| 1761 | racADLDAPTLSSuccess |
| 1762 | racADLDAPTLSTFailed |
| 4001 | connectedToSci |
| 4002 | disconnectedFromSci |
| 4003 | disabledSciDueToUpgrade |
| 4004 | disabledSciDueToUpgrade |
| 4005 | disabledSciAndFtpDueToMutuallyExclusive |

SmartZone Version 3.4.1

No changes in this release.

SmartZone Version 3.4

The following are the changes for version 3.4.

New Alarm

| Alarm Code | Alarm |
|------------|-------------------------------|
| 850 | clusterUploadAPFirmwareFailed |
| 853 | clusterAddAPFirmwareFailed |
| 1021 | zoneCfgPrepareFailed |
| 1022 | apCfgGenFailed |
| 1023 | cfgGenSkippedDueToEolAp |

Displayed on the Web Interface

| Alarm Code | Attribute | Attribute Change |
|------------|----------------------|---|
| 107 | Added failure reason | AP [{apName}&&apMac]} failed to update its firmware from [{fromVersion}] to [{toVersion}] failure reason [{reason}] |

New Event

| Event Code | Event |
|------------|--------------------------------|
| 848 | clusterUploadAPFirmwareStart |
| 849 | clusterUploadAPFirmwareSuccess |
| 850 | clusterUploadAPFirmwareFailed |
| 851 | clusterAddAPFirmwareStart |
| 852 | clusterAddAPFirmwareSuccess |
| 853 | clusterAddAPFirmwareFailed |
| 854 | clusterNameChanged |
| 1021 | zoneCfgPrepareFailed |
| 1022 | apCfgGenFailed |
| 1023 | cfgGenSkippedDueToEolAp |

SmartZone Version 3.2.1

The following are the changes for version 3.2.1.

New Alarm

| Alarm Code | Alarm |
|------------|---------------------|
| 865 | apCertificateExpire |

New Event

| Event Code | Event |
|------------|--------------------------|
| 226 | wdsDeviceJoin |
| 227 | wdsDeviceLeave |
| 865 | apCertificateExpire |
| 866 | apCertificateExpireClear |
| 3011 | recoverCassandraError |

Event on Web Interface

| Event Code | Existing Display | New Display |
|------------|---|---|
| 513 | Data plane [{{dpName&&dpKey}}] disconnected from {produce.short.name} [{{cpName}} wsgIP]. | Data plane [{{dpName&&dpKey}}] disconnected from {produce.short.name} [{{cpName}} wsgIP], Reason: [{{reason}}]. |

SmartZone Version 3.2

The following are the changes for version 3.2.

New Alarm

| Alarm Code | Alarm |
|------------|--|
| 538 | dpLicenseInsufficient |
| 553 | dpUpgradeFailed |
| 751 | syslogServerUnreachable |
| 835 | resyncNTPTime |
| 1255 | licenseGoingToExpire |
| 1256 | apConnectionTerminatedDueToInsufficientLicense |
| 1752 | racADLDAPFail |
| 1753 | racADLDAPBindFail |
| 1754 | racLDAPFailToFindPassword |
| 1755 | racADNPSFail |
| 1756 | racADNPSFailToAuthenticate |
| 2102 | radiusServerUnreachable |
| 2122 | ldapServerUnreachable |
| 2142 | adServerUnreachable |
| 2152 | espAuthServerUnreachable |
| 2154 | espAuthServerUnResolvable |
| 2162 | espDNATServerUnreachable |
| 2164 | espDNATServerUnresolvable |

Attribute Change

| Module | Attribute | Attribute Change |
|------------|-----------|------------------|
| Data Plane | dpMac | dpKey |

Renamed Alarm

| Alarm Code | Alarm Name | Renamed To |
|------------|---|--|
| 1202 | DP Disconnected | GtpManager (DP) disconnected |
| 7003 | The number of users exceeded it's limit | The number of users exceeded its limit |
| 7004 | The number of devices exceeded it's limit | The number of devices exceeded its limit |

New Event

| Event Code | Event |
|------------|--|
| 370 | apUsbSoftwarePackageDownloaded |
| 371 | apUsbSoftwarePackageDownloadFailed |
| 530 | dpDiscoverySuccess |
| 532 | dpStatusManaged |
| 537 | dpDeleted |
| 538 | dpLicenseInsufficient |
| 550 | dpUpgradeStart |
| 551 | dpUpgrading |
| 552 | dpUpgradeSuccess |
| 553 | dpUpgradeFailed |
| 750 | syslogServerReachable |
| 751 | syslogServerUnreachable |
| 752 | syslogServerSwitched |
| 770 | planeLoadingRebalancingSucceeded |
| 771 | planeLoadingRebalancingFailed |
| 845 | clusterUploadVDPFirmwareStart |
| 846 | uploadClusterVDPFirmwareSuccess |
| 847 | uploadClusterVDPFirmwareFailed |
| 1255 | licenseGoingToExpire |
| 1256 | apConnectionTerminatedDueToInsufficientLicense |
| 1751 | racADLDAPSuccess |
| 1752 | racADLDAPFail |
| 1753 | racADLDAPBindFail |
| 1754 | racLDAPFailToFindPassword |
| 1755 | racADNPSFail |

| Event Code | Event |
|------------|----------------------------|
| 1756 | racADNPSFailToAuthenticate |
| 2151 | espAuthServerReachable |
| 2152 | espAuthServerUnreachable |
| 2153 | espAuthServerResolvable |
| 2154 | espAuthServerUnResolvable |
| 2161 | espDNATServerReachable |
| 2162 | espDNATServerUnreachable |
| 2163 | espDNATServerResolvable |
| 2164 | espDNATServerUnresolvable |

Severity Change

| Event Code and Event | Severity Changed From | Severity Changed To |
|--------------------------------|-----------------------|---------------------|
| 516 - dpPktPoolLow | Major | Informational |
| 517 - dpPktPoolCriticalLow | Critical | Major |
| 519 - dpCoreDead | Critical | Major |
| 837 - resyncNTPTime | Informational | Major |
| 2102 - radiusServerUnreachable | Informational | Major |
| 2122 - ldapServerUnreachable | Informational | Major |
| 2142 - adServerUnreachable | Informational | Major |

Attribute Change

| Module | Attribute | Attribute Change |
|-------------------------|---|--|
| Data Plane | dpMac | dpKey |
| AP Communication Events | "model"="ZF7343" | "model"="R700" |
| System Events | "model"="ZF7962", "firmware"="3.0.0.0" | "model"="R700", "firmware"="3.2.0.0.x" |

Renamed Event

| Event Code | Event Name | Renamed To |
|------------|-------------------------------|--|
| 320 | AP CLB limit reached | AP client load balancing limit reached |
| 321 | AP CLB limit recovered | AP client load balancing limit recovered |
| 615 | DP softGRE GW unreachable | DP sGRE GW unreachable |
| 616 | DP softGRE keep alive timeout | DP sGRE keep alive timeout |
| 617 | DP softGRE GW inactive | DP sGRE GW inactive |

| Event Code | Event Name | Renamed To |
|------------|-------------------------------|------------------------------|
| 620 | DP softGRE new tunnel | DP sGRE new tunnel |
| 621 | DP softGRE del tunnel | DP sGRE del tunnel |
| 622 | DP softGRE keepalive recovery | DP sGRE keepalive recovery |
| 624 | DP softGRE GW reachable | DP sGRE GW reachable |
| 625 | DP softGRE GW active | DP sGRE GW active |
| 626 | DP softGRE GW failover | DP sGRE GW failover |
| 1202 | DP Disconnected | GtpManager (DP) disconnected |

Auto Clearance of Event

| Event Code | Event Name |
|------------|---|
| 2102 | This event triggers the alarm 2102, which is auto cleared by the event code 2101 |
| 2122 | This event triggers the alarm 2122, which is auto cleared by the event code 2121 |
| 2142 | This event triggers the alarm 2142, which is auto cleared by the event code 2141. |

SmartZone Version 3.1.1

The following are the changes for version 3.1.1.

New Alarm

| Alarm Code | Alarm |
|------------|----------------------------|
| 661 | ipsecTunnelDisAssociated |
| 662 | ipsecTunnelAssociateFailed |

New Event

| Event Code | Event |
|------------|----------------------------|
| 326 | cmResetByUser |
| 327 | cmResetFactoryByUser |
| 660 | ipsecTunnelAssociated |
| 661 | ipsecTunnelDisassociated |
| 662 | ipsecTunnelAssociateFailed |
| 844 | clusterInitiatedMovingAp |
| 2101 | radiusServerReachable |
| 2102 | radiusServerUnreachable |
| 2121 | ldapServerReachable |
| 2122 | ldapServerUnreachable |

| Event Code | Event |
|------------|-----------------------|
| 2141 | adServerReachable |
| 2142 | adServerUnreachable |
| 2201 | zoneInitiatedMovingAp |
| 2501 | nodeIPv6Added |
| 2502 | nodeIPv6Deleted |

Re-added Event

| Event Code | Event |
|------------|--------------------|
| 101 | apDiscoverySuccess |

Renamed Event

| Event Code | Event Name | Renamed To |
|------------|---------------------------------|-------------------------------------|
| 318 | AP cable modem rebooted by user | AP cable modem power-cycled by user |

RuckOS Version 3.1

The following are the changes for version 3.1.

New Alarm

| Alarm Code | Alarm |
|------------|-------------------------|
| 516 | dpPktPoolLow |
| 517 | dpPktPoolCriticalLow |
| 519 | dpCoreDead |
| 520 | dpProcessRestar |
| 862 | clusterCfgBackupFailed |
| 864 | clusterCfgRestoreFailed |
| 1401 | diaNitalizeErr |
| 1403 | diaPeerTransportFailure |
| 1404 | diaCERError |
| 1407 | diaPeerAddError |
| 1409 | diaPeerRemoveSuccess |
| 1410 | diaRealmEntryErr |
| 1411 | diaFailOverToAltPeer |
| 1412 | diaFailbackToPeer |
| 1414 | diaCEAUnknownPeer |
| 1415 | diaNoCommonApp |

| Alarm Code | Alarm |
|------------|----------------------------|
| 1551 | staAuthFailedTransDown |
| 1552 | staAuthFailedFailureResp |
| 1553 | staAuthFailedDecodeFailure |
| 1558 | staReAuthFailed |
| 1559 | staResponseTimerExpired |
| 1560 | retransmitExhausted |
| 1651 | authFailedOverToSecondary |
| 1652 | authFallbackToPrimary |
| 1653 | accFailedOverToSecondary |
| 1654 | accFallbackToPrimary |
| 7003 | tooManyUsers |
| 7004 | tooManyDevices |

Deprecated Alarm

| Alarm Code | Alarm |
|------------|------------------------------|
| 1008 | cfgUpdFailed |
| 1902 | unknownRealmAccounting |
| 1909 | apAcctRespWhileInvalidConfig |

Renamed Alarm

| Alarm Code | Alarm Type | Renamed To |
|------------|-------------------------------------|-------------------------------------|
| 701 | No LS Responses | No LS responses |
| 721 | No LS Responses | No LS responses |
| 1623 | App Server Down | App server down |
| 1624 | App Server Inactive | App server inactive |
| 1627 | Association Down | Association down |
| 1636 | Outbound Routing Failure | Outbound routing failure |
| 1637 | Did Allocation Failure | Did allocation failure |
| 1960 | CGF Server Not Configured | CGF server not configured |
| 1242 | TTG Session Critical Threshold | TTG session critical threshold |
| 1243 | TTG Session License Exhausted | TTG session license exhausted |
| 1302 | Rate Limit for TOR surpassed | Rate limit for TOR surpassed |
| 1911 | Unauthorized CoA/DM message dropped | Unauthorized COA/DM message dropped |

New Event

| Event Code | Event |
|------------|--------------------|
| 223 | remediationSuccess |

Revision History
RuckOS Version 3.1

| Event Code | Event |
|------------|--------------------------------|
| 224 | remediationFailure |
| 325 | cableModemUp |
| 520 | dpProcessRestart |
| 626 | dpSgreGWFailOver |
| 627 | dpSetUpTunnel |
| 860 | clusterCfgBackupStart |
| 861 | clusterCfgBackupSuccess |
| 862 | clusterCfgBackupFailed |
| 863 | clusterCfgRestoreSuccess |
| 864 | clusterCfgRestoreSuccess |
| 926 | ipmiREVote |
| 927 | ipmiREThempBB |
| 928 | ipmiREThempFP |
| 929 | ipmiREThempIOH |
| 930 | ipmiREThempMemP |
| 931 | ipmiREThempPS |
| 932 | ipmiREThempP |
| 933 | ipmiREThempHSBP |
| 934 | ipmiREFan |
| 935 | ipmiREPower |
| 936 | ipmiRECurrent |
| 937 | ipmiREFanStatus |
| 938 | ipmiREPsStatus |
| 939 | ipmiREDrvStatus |
| 953 | cpuThresholdBackToNormal |
| 954 | memoryThresholdBackToNormal |
| 955 | diskUsageThresholdBackToNormal |
| 1401 | dialnitalizeErr |
| 1402 | dialnitialization |
| 1403 | diaPeerTransportFailure |
| 1404 | diaCERError |
| 1405 | diaCERSuccess |
| 1406 | dialinvalidVer |
| 1407 | diaPeerAddError |
| 1408 | diaPeerAddSuccess |
| 1409 | diaPeerRemoveSuccess |
| 1410 | diaRealmEntryErr |
| 1411 | diaFailOverToAltPeer |
| 1412 | diaFailbackToPeer |
| 1414 | diaCEAUnknownPeer |
| 1415 | diaNoCommonApp |
| 1550 | staSuccessfulAuthentication |

| Event Code | Event |
|------------|-------------------------------|
| 1551 | staAuthFailedTransDown |
| 1552 | staAuthFailedFailureResp |
| 1553 | staAuthFailedDecodeFailure |
| 1554 | staSessionTermSCGInitSuccess |
| 1555 | staSessionTermAAAInitSucess |
| 1556 | staSessionTermAAAInitFail |
| 1557 | staReAuthSuccess |
| 1558 | staReAuthFailed |
| 1559 | staResponseTimerExpired |
| 1560 | retransmitExhausted |
| 1651 | authFailedOverToSecondary |
| 1652 | authFallbackToPrimary |
| 1653 | accFailedOverToSecondary |
| 1654 | accFallbackToPrimary |
| 1655 | unavailableLocInfoRequested |
| 1656 | incapableLocInfoRequested |
| 1657 | unSupportedLocDeliveryRequest |
| 7001 | tooManyUsers |
| 7002 | tooManyDevices |

Modified Event Severity

| Event Code | Event | Severity | Changed To |
|------------|----------------------|---------------|------------|
| 516 | dpPktPoolLow | Informational | Major |
| 517 | dpPktPoolCriticalLow | Major | Critical |
| 519 | dpCoreDead | Major | Critical |
| 5006 | lmalcmpUnreachable | Debug | Major |

Renamed Event

| Event Code | Event Name | Renamed To |
|------------|--|--|
| 181 | Ssid-spoofing rogue AP | SSID-spoofing rogue AP |
| 209 | Client Roaming | Client roaming |
| 211 | 3rd Party Client Join | 3rd party client join |
| 212 | 3rd Party Client Inactivity Timeout | 3rd party client inactivity timeout |
| 213 | 3rd Party Client Authorization | 3rd party client authorization |
| 214 | 3rd Party Client Authorization Failure | 3rd party client authorization failure |
| 215 | 3rd Party Client Session Expiration | 3rd party client session expiration |
| 216 | 3rd Party Client Roaming | 3rd party client roaming |

Revision History
RuckOS Version 3.1

| Event Code | Event Name | Renamed To |
|------------|---|---|
| 217 | 3rd Party Client Session Logout | 3rd party client session logout |
| 220 | Client Grace Period | Client grace period |
| 308 | AP channel updated because Dynamic Frequency Selection (DFS) detected a radar event | AP channel updated because dynamic frequency selection (DFS) detected a radar event |
| 317 | AP Brownout | AP brownout |
| 323 | AP capacity Reached | AP capacity reached |
| 405 | eMAP downlink connected to MAP | EMAP downlink connected to MAP |
| 406 | eMAP downlink disconnected from MAP | EMAP downlink disconnected from MAP |
| 407 | eMAP uplink connected to MAP | EMAP uplink connected to MAP |
| 408 | eMAP uplink disconnected from MAP | EMAP uplink disconnected from MAP |
| 422 | Mesh state updated to MAP No Channel | Mesh state updated to MAP no channel |
| 424 | Mesh state update to RAP No Channel | Mesh state update to RAP no channel |
| 515 | Data plane physical Interface Up | Data plane physical interface up |
| 615 | DP SoftgreGW Unreachable | DP softGRE GW unreachable |
| 616 | DP Softgre Keep Alive Timeout | DP softGRE keep alive timeout |
| 617 | DP SoftgreGW Inact | DP softGRE GW inactive |
| 618 | DP DhcpRelay No Resp | DP DHCPRelay no response |
| 619 | DP DhcpRelay FailOver | DP DHCPRelay failOver |
| 620 | DP SoftGRE New Tunnel | DP softGRE new tunnel |
| 621 | DP SoftGRE Del Tunnel | DP softGRE del tunnel |
| 622 | DP SoftGRE Keepalive Recovery | DP softGRE keepalive recovery |
| 623 | DP DhcpRelay Resp Recovery | DP DHCPRelay response recovery |
| 624 | DP SoftGRE GW Reachable | DP softGRE GW reachable |
| 625 | DP SoftGRE GW Active | DP softGRE GW active |
| 701 | No LS Responses | No LS responses |
| 707 | AP received Passive Calibration Request | AP received passive calibration request |
| 708 | AP received Passive Footfall Request | AP received passive footfall request |
| 709 | AP received Unrecognized Request | AP received unrecognized request |
| 721 | No LS Responses | No LS responses |
| 725 | SCG received Passive Request | SCG received passive request |
| 727 | SCG sent Controller Information report | SCG sent controller information report |
| 728 | SCG received Management Request | SCG received management request |
| 729 | SCG sent AP Info by Venue Report | SCG sent AP info by venue report |
| 730 | SCG sent Query Venues Report | SCG sent query venues report |

| Event Code | Event Name | Renamed To |
|------------|---|---|
| 731 | SCG sent Associated Client Report | SCG sent associated client report |
| 732 | SCG forwarded Calibration Request to AP | SCG forwarded calibration request to AP |
| 733 | SCG forwarded Footfall Request to AP | SCG forwarded footfall request to AP |
| 734 | SCG received Unrecognized Request | SCG received unrecognized request |
| 833 | SSH Tunnel Switched | SSH tunnel switched |
| 970 | FTP Transfer | FTP transfer |
| 971 | FTP Transfer Error | FTP transfer error |
| 980 | File Upload | File upload |
| 981 | Email Sent Successfully | Email sent successfully |
| 982 | Email Sent Failed | Email sent failed |
| 983 | SMS Sent Successfully | SMS sent successfully |
| 984 | SMS Sent Failed | SMS sent failed |
| 1012 | Incorrect Flat File Configuration | Incorrect flat file configuration |
| 1220 | PDP update by Roaming succeeded | PDP update by roaming succeeded |
| 1221 | PDP update by Roaming failed | PDP update by roaming failed |
| 1244 | PDP Update Success COA | PDP update success COA |
| 1245 | PDP Update Fail COA | PDP update fail COA |
| 1647 | CoA Sent NAS | CoA sent NAS |
| 1648 | CoA NAK Received NAS | CoA NAK received NAS |
| 1649 | CoA Authorize Only Access Reject | CoA authorize only access reject |
| 1650 | CoA RWSG MWSG Notification Failure | CoA RWSG MWSG notification failure |
| 1960 | CGF Server Not Configured | CGF server not configured |
| 2001 | ZD AP Migrating | ZD AP migrating |
| 2002 | ZD AP Migrated | ZD AP migrated |
| 2003 | ZD AP Rejected | ZD AP rejected |
| 2004 | ZD AP Migration Failed | ZD AP migration failed |
| 1302 | Rate Limit for TOR surpassed | Rate limit for TOR surpassed |
| 1911 | Unauthorized CoA/DM message dropped | Unauthorized COA/DM message dropped |
| 1238 | DHCP Inform Received | DHCP inform received |
| 1239 | DHCP Dcln Received | DHCP decline received |
| 1240 | TTG Session Warning Threshold | TTG session warning threshold |
| 1241 | TTG Session Major Threshold | TTG session major threshold |
| 1242 | TTG Session Critical Threshold | TTG session critical threshold |
| 1243 | TTG Session License Exhausted | TTG session license exhausted |
| 1620 | Destination Available | Destination available |
| 1623 | App Server Down | App server down |
| 1624 | App Server Inactive | App server inactive |

| Event Code | Event Name | Renamed To |
|------------|---------------------------|---------------------------|
| 1625 | App Server Active | App server active |
| 1627 | Association Down | Association down |
| 1628 | Association Up | Association up |
| 1630 | Send Auth Info Success | Send auth info success |
| 1634 | Insert Sub Data Success | Insert sub data success |
| 1635 | Insert Sub Data Failed | Insert sub data failed |
| 1636 | Outbound Routing Failure | Outbound routing failure |
| 1637 | Did Allocation Failure | Did allocation failure |
| 1639 | Restore Data Success | Restore data success |
| 1640 | Restore Data Failed | Restore data failed |
| 1641 | DM Received from AAA | DM received from AAA |
| 1643 | DM Sent to NAS | DM sent to NAS |
| 1644 | DM NACK Received from NAS | DM NACK received from NAS |
| 1645 | CoA Received from AAA | CoA received from AAA |
| 1801 | 3rdParty AP Connected | 3rd party AP connected |

RuckOS Version 3.0

The following are the changes for version RuckOS 3.0.

New Alarm

| Alarm Code | Alarm |
|------------|------------------------------|
| 115 | apJoinZoneFailed |
| 510 | dpReboot |
| 614 | apSoftGREGatewayNotReachable |
| 701 | apLBSNoResponses |
| 702 | apLBSAuthFailed |
| 704 | apLBSConnectFailed |
| 721 | scgLBSNoResponse |
| 722 | scgLBSAuthFailed |
| 724 | scgLBSConnectFailed |
| 834 | diskUsageExceed |
| 1008 | cfgUpdFailed |
| 1302 | rateLimitMORSurpassed |
| 5001 | processInit |
| 5002 | pmipUnavailable |
| 5003 | unallocatedMemory |
| 5004 | updateCfgFailed |
| 5006 | lmalcmpUnreachable |

| Alarm Code | Alarm |
|------------|----------------|
| 5008 | lmaFailOver |
| 5010 | bindingFailure |
| 5102 | lostCnxnToDHCP |

Deprecated Alarm

| Alarm Code | Alarm |
|------------|-----------------------------|
| 106 | apDiscoveryFail |
| 109 | apFirmwareUpdated |
| 110 | apConfUpdated |
| 301 | apRebootByUser |
| 304 | apFactoryReset |
| 305 | apConnected |
| 307 | apHeartbeatLost |
| 309 | cmRebootByUser |
| 505 | dpUpdateStatusFailed |
| 506 | dpUpdateStatisticFailed |
| 507 | dpConnected |
| 508 | dpPhyInterfaceUp |
| 509 | dpConfUpdated |
| 603 | dpTearDownTunnel |
| 608 | apBuildTunnelSuccess |
| 609 | apBuildTunnelFailed |
| 610 | apTunnelDisconnected |
| 611 | apSoftGRETunnelFailoverPtoS |
| 612 | apSoftGRETunnelFailoverStoP |
| 812 | upgradeClusterNodeSuccess |
| 814 | clusterLeaderChanged |
| 815 | upgradeEntireClusterSuccess |
| 816 | nodeBondInterfaceUp |
| 817 | nodePhyInterfaceUp |
| 818 | clusterBackToInService |
| 819 | backupClusterSuccess |
| 820 | newNodeJoinSuccess |
| 821 | clusterAppStart |
| 822 | removeNodeSuccess |
| 823 | restoreClusterSuccess |
| 824 | nodeBackToInService |
| 833 | sshTunnelSwitched |
| 971 | ftpTransferError |
| 1010 | smfRegFailed |

Renamed Alarm Type

| Alarm Code | Alarm Type | Renamed To |
|------------|--------------------------|-----------------------------|
| 108 | apWlanMismatched | apWlanOversubscribed |
| 1242 | sessionCriticalThreshold | ttgSessionCriticalThreshold |
| 1243 | sessionLicenseExhausted | ttgSessionLicenseExhausted |
| 1302 | rateLimitTORSurpassed | rateLimitMORSurpassed |
| 1626 | assocCantStart | assocEstbFailed |
| 1960 | CGFServerNotConfigured | cgfServerNotConfigured |
| 5004 | updateCgffailed | updateCfgFailed |

Modification of Alarm Severity

| Alarm Code | Alarm | Severity | Severity Modified To |
|------------|-------------------------------------|---------------|----------------------|
| 108 | apWlanMismatched | Informational | Major |
| 614 | apSoftGREGatewayNotReachable | Major | Critical |
| 960 | licenseThresholdExceeded | Warning | Critical and Major |
| 1636 | outboundRoutingFailure | Major | Critical |
| 1952 | pdnGwVersionNotSupportedMsgReceived | Critical | Major |

Renamed Alarm

| Code | Alarm Name | Renamed To |
|------|---|---|
| 104 | AP model different with swap AP configuration | AP swap model mismatched |
| 105 | AP model different with pre-provision configuration | AP pre-provision model mismatched |
| 108 | AP WLAN mismatched | AP WLAN oversubscribed |
| 809 | Control plane interface down | Node bond interface down |
| 810 | Control plane physical interface down | Node physical interface down |
| 952 | Disk Usage threshold exceeded | Disk usage threshold exceeded |
| 1003 | Keep alive failure | Keepalive failure |
| 1016 | HIP Failover | HIP failed over |
| 1202 | Lost connection to Data plane | DP disconnected |
| 1302 | Rate Limit for Total Outstanding Requests (TOR) Surpassed | Rate Limit for MOR surpassed |
| 1618 | Destination Not reachable | Destination not reachable |
| 1626 | Association cannot Start | Association establishment failed |
| 1902 | Unknown realm accounting | Unknown realm |
| 1909 | apAcctRespWhileInvalidConfig | AP accounting response while invalid config |
| 1910 | apAcctMsgDropNoAcctStartMsg | AP account message drop while no accounting start message |

| Code | Alarm Name | Renamed To |
|------|---------------------------------|-------------------------------------|
| 1911 | unauthorizedCoaDmMessageDropped | Unauthorized CoA/DM message dropped |
| 1960 | CGFServerNotConfigured | CGF Server Not Configured |
| 5001 | Initial Process | Process initiated |
| 5002 | PMIPv6 is Unavailable | PMIPv6 unavailable |
| 5004 | Update config failed | Config update failed |
| 5006 | LMA ICMP is unreachable | LMA ICMP unreachable |
| 5008 | LMA failover | LMA failed over |
| 5010 | Binding failure | Binding failed |
| 5102 | Lost DHCP connection | DHCP connection lost |

New Event

| Event Code | Event |
|------------|-------------------------------|
| 115 | apJoinZoneFailed |
| 116 | apIllegalToChangeCountryCode |
| 180 | genericRogueAPDetected |
| 181 | ssid-spoofingRogueAPDetected |
| 182 | mac-spoofingRogueAPDetected |
| 183 | same-networkRogueAPDetected |
| 184 | ad-hoc-networkRogueAPDetected |
| 185 | maliciousRogueAPTimeout |
| 218 | smartRoamDisconnect |
| 219 | clientBlockByDeviceType |
| 220 | clientGracePeriod |
| 221 | onboardingRegistrationSuccess |
| 222 | onboardingRegistrationFailure |
| 225 | forceDHCPDisconnect |
| 319 | 319##smartMonitorTurnOffWLAN |
| 320 | apCLBlimitReached |
| 321 | apCLBlimitRecovered |
| 322 | apWLANStateChanged |
| 323 | apCapacityReached |
| 324 | apCapacityRecovered |
| 516 | dpPktPoolLow |
| 517 | dpPktPoolCriticalLow |
| 518 | dpPktPoolRecover |
| 519 | dpCoreDead |
| 611 | apSoftGREtunnelFailoverPtoS |
| 612 | apSoftGREtunnelFailoverStoP |
| 613 | apSoftGREGatewayReachable |
| 614 | apSoftGREGatewayNotReachable |

Revision History
RuckOS Version 3.0

| Event Code | Event |
|------------|--------------------------------|
| 701 | apLBSNoResponses |
| 702 | apLBSAuthFailed |
| 703 | apLBSConnectSuccess |
| 704 | apLBSConnectFailed |
| 705 | apLBSStartLocationService |
| 706 | apLBSStopLocationService |
| 707 | apLBSRcvdPassiveCalReq |
| 708 | apLBSRcvdPassiveFFReq |
| 709 | apLBSRcvdUnrecognizedRequest |
| 721 | scgLBSNoResponse |
| 722 | scgLBSAuthFailed |
| 723 | scgLBSConnectSuccess |
| 724 | scgLBSConnectFailed |
| 725 | scgLBSStartLocationService |
| 726 | scgLBSRcvdNoPayload |
| 727 | scgLBSsentControllerInfo |
| 728 | scgLBSRcvdMgmtRequest |
| 729 | scgLBSsendAPIInfoByVenueReport |
| 730 | scgLBSsendVenuesReport |
| 731 | scgLBSsendClientInfo |
| 732 | scgLBSFwdPassiveCalReq |
| 733 | scgLBSFwdPassiveFFReq |
| 734 | scgLBSRcvdUnrecognizedRequest |
| 837 | resyncNTPTime |
| 838 | diskUsageExceed |
| 981 | mailSendSuccess |
| 982 | mailSendFailed |
| 983 | smsSendSuccess |
| 984 | smsSendFailed |
| 1250 | licenseSyncSuccess |
| 1251 | licenseSyncFail |
| 1252 | licenseImportSuccess |
| 1253 | licenseImportFail |
| 1254 | licenseChanged |
| 1300 | rateLimitThresholdSurpassed |
| 1301 | rateLimitThresholdRestored |
| 1302 | rateLimitMORSurpassed |
| 2001 | zdAPMigrating |
| 2002 | zdAPMigrated |
| 2003 | zdAPRejected |
| 2004 | zdAPMigrationFailed |
| 5001 | processInit |

| Event Code | Event |
|------------|--------------------|
| 5002 | pmipUnavailable |
| 5003 | unallocatedMemory |
| 5004 | updateCfgFailed |
| 5005 | lmalcmpReachable |
| 5006 | lmalcmpUnreachable |
| 5007 | lmaHbUnreachable |
| 5008 | lmaFailOver |
| 5009 | bindingSuccess |
| 5010 | bindingFailure |
| 5011 | bindingExpired |
| 5012 | bindingRevoked |
| 5013 | bindingReleased |
| 5100 | processTerminated |
| 5101 | connectedToDHCP |
| 5102 | lostCnxnToDHCP |

Deprecated Event

| Event Code | Event |
|------------|---------------------|
| 101 | apDiscoverySuccess |
| 102 | apDiscoveryFail |
| 609 | apBuildTunnelFailed |
| 1004 | keepAliveMissed |
| 1010 | smfRegFailed |
| 1011 | eventRegFailed |

Re-added Event

| Event Code | Event |
|------------|----------------|
| 827 | ntpTimeSynched |

Modifications to Event Severity

| Event Code | Event Code | Severity | Changed To |
|------------|--------------------------|---------------|---------------|
| 114 | apWlanOversubscribed | Informational | Major |
| 320 | apCLBlimitReached | Informational | Warning |
| 835 | nodeBackToInService | Major | Informational |
| 960 | licenseThresholdExceeded | Informational | Warning |
| 1007 | cfgUpdSuccess | Debug | Informational |
| 1008 | cfgUpdFailed | Major | Debug |
| 1009 | cfgRcvFailed | Major | Debug |

| Event Code | Event Code | Severity | Changed To |
|------------|-------------------------------------|---------------|---------------|
| 1201 | connectedToDblade | Debug | Informational |
| 1209 | c2dCfgFailed | Informational | Warning |
| 1301 | rateLimitThresholdRestored | Major | Informational |
| 1603 | unknownRealm | Major | Debug |
| 1908 | apAcctRetransmittedMsgDropped | Major | Debug |
| 1910 | apAcctMsgDropNoAcctStartMsg | Major | Critical |
| 1911 | unauthorizedCoaDmMessageDropped | Major | Critical |
| 1952 | pdnGwVersionNotSupportedMsgReceived | Critical | Major |
| 5006 | lmalcmpUnreachable | Debug | Major |

Renamed Event Type

| Event Code | Event Name | Renamed To |
|------------|--------------------------|-----------------------------|
| 114 | apWlanMismatched | apWlanOversubscribed |
| 416 | rmapDlinkConnectWithMap | rapDlinkConnectWithMap |
| 511 | dpUpdateStatisticFalied | dpUpdateStatisticFailed |
| 1017 | standbyHipRestart | hipStandbyRestart |
| 1240 | sessionWarningThreshold | ttgSessionWarningThreshold |
| 1241 | sessionMajorThreshold | ttgSessionMajorThreshold |
| 1242 | sessionCriticalThreshold | ttgSessionCriticalThreshold |
| 1243 | sessionLicenseExhausted | ttgSessionLicenseExhausted |
| 1302 | rateLimitTORSurpassed | rateLimitMORSurpassed |
| 1626 | assocCantStart | assocEstbFailed |
| 1960 | CGFServerNotConfigured | cgfServerNotConfigured |

Renamed Event

| Code | Event Name | Renamed To |
|------|---|-----------------------------------|
| 103 | AP status changed to Managed | AP managed |
| 112 | AP model different with pre-provision configuration | AP pre-provision model mismatched |
| 113 | AP model different with swap AP configuration | AP swap model mismatched |
| 114 | AP WLAN mismatched | AP WLAN oversubscribed |
| 202 | Client joined successfully | Client joined |
| 205 | Client connection timed out due to inactivity | Client connection timed out |
| 210 | Client session logout | Client logged out |
| 218 | Client Roaming Disconnect | Client roaming disconnected |
| 303 | AP connection lost | AP disconnected |
| 305 | AP reset to factory default settings, new: | AP reset to factory default |

| Code | Event Name | Renamed To |
|------|---|------------------------------------|
| 311 | AP change control plane | AP changed control plane |
| 501 | Data plane discovered successfully | Data plane discovered |
| 620 | DP Softgre New Tunnel | DP SoftGRE New Tunnel |
| 621 | DP Softgre Del Tunnel | DP SoftGRE Del Tunnel |
| 622 | DP Softgre KeepAlive Recovery | DP SoftGRE Keepalive Recovery |
| 624 | DP SoftgreGW Reachable | DP SoftGRE GW Reachable |
| 625 | DP SoftgreGW Active | DP SoftGRE GW Active |
| 826 | Cluster Node rebooted | Cluster node rebooted |
| 828 | Cluster node shutdown | Cluster node shut down |
| 1003 | Keep alive failure | Keepalive failure |
| 1014 | HIP Started | HIP started |
| 1015 | HIP Stopped | HIP stopped |
| 1016 | HIP Failover | HIP failed over |
| 1017 | Hip Restart | Standby HIP restarted |
| 1018 | HIP Cache Cleanup | HIP cache cleaned |
| 1007 | Configuration update success | Configuration updated |
| 1201 | Connected to Data plane | DP connected |
| 1202 | Lost connection to Data plane | DP disconnected |
| 1205 | Session updated at Data plane | Session updated at DP |
| 1206 | Session update error at Data plane | Session update at DP failed |
| 1207 | Session deleted at Data plane | Session deleted at DP |
| 1208 | Session delete error at Data plane | Session delete at DP failed |
| 1217 | Create PDP Failed | PDP create failed |
| 1218 | Initial PDP updated successfully HLR | PDP update by HLR succeeded |
| 1219 | Initial PDP updated fail HLR | PDP update by HLR failed |
| 1220 | Initial PDP updated successfully Roam | PDP update by Roaming succeeded |
| 1221 | Initial PDP updated fail Roam | PDP update by Roaming failed |
| 1222 | Received PDP update successfully GGSN | PDP update by GGSN succeeded |
| 1223 | Received PDP update fail GGSN | PDP update by GGSN failed |
| 1224 | Initial PDP deleted successfully | PDP delete by TTG succeeded |
| 1225 | Initial PDP deleted fail | PDP delete by TTG failed |
| 1226 | Received PDP deleted successfully | PDP delete by GGSN succeeded |
| 1227 | Received PDP deleted fail | PDP delete by GGSN failed |
| 1229 | ipAssigned | IP assigned |
| 1300 | Rate Limit Threshold Surpassed | Rate limit threshold surpassed |
| 1301 | Rate Limit Threshold Restored | Rate limit threshold restored |
| 1302 | Rate Limit for Total Outstanding Requests (TOR) Surpassed | Rate Limit for TOR surpassed |
| 1604 | Authentication success | Authentication succeeded |
| 1606 | Pseudonym authentication success | Pseudonym authentication succeeded |
| 1608 | Fast re-authentication success | Fast re-authentication succeeded |

Revision History
RuckOS Version 3.0

| Code | Event Name | Renamed To |
|------|------------------------------|----------------------------------|
| 1612 | CGF keep alive not responded | CGF keepalive not responded |
| 1613 | CDR transfer successful | CDR transfer succeeded |
| 1618 | Destination Not Reachable | Destination not reachable |
| 1623 | AppServer Down | App Server Down |
| 1624 | AppServer Inactive | App Server Inactive |
| 1625 | AppServer Active | App Server Active |
| 1626 | Association can not Start | Association establishment failed |
| 1631 | send Auth Info Failed | Auth info sending failed |
| 1632 | Update GPRS Location Success | GPRS location update succeeded |
| 1633 | Update GPRS Location Failed | GPRS location update failed |
| 1902 | Unknown realm accounting | Unknown realm |
| 5001 | Initial Process | Process initiated |
| 5002 | PMIPv6 is Unavailable | PMIPv6 unavailable |
| 5004 | Update config failed | Config update failed |
| 5005 | LMA ICMP is reachable | LMA ICMP reachable |
| 5006 | LMA ICMP is unreachable | LMA ICMP unreachable |
| 5007 | LMA server is unreachable | LMA server unreachable |
| 5008 | LMA failover | LMA failed over |
| 5009 | Binding success | Binding succeeded |
| 5010 | Binding failure | Binding failed |
| 5012 | Revoke binding | Binding revoked |
| 5013 | Release binding | Binding released |
| 5100 | Stop process | Process stopped |
| 5101 | Connect To DHCP | DHCP connected |
| 5102 | Lost DHCP connection | DHCP connection lost |

Alarm and Event Management

- [Overview](#)..... 61
- [Alarm and Event Management](#)..... 61

Overview

This guide lists and describes the various types of alarm and event that the controller generates. For each alarm and event, this guide provides the code, type, attributes, and description.

NOTE

Refer to [About This Guide](#) on page 27 for the conventions used in this guide.

Alarm and Event Management

This subsystem contains set of functions that help users to detect, isolate, and eventually correct malfunctions in the managed network. This section covers:

- [Event Categories](#) on page 61
- [Event Attributes](#) on page 62
- [Generation of Alarm and Event](#) on page 62

Event Categories

Events are used for many different purposes, mainly for notifying users of certain conditions in the system components as well as the managed network. They can be classified into the following categories:

- **Alarms:** These are unexpected events indicating a condition that typically requires management attention.
- **Configuration Change Events:** Configuration change events are events that inform of a configuration change effect on the device.
- **Threshold Crossing Alerts:** These are events that inform of a performance-related state variable that has exceeded a certain value. These events point to conditions that might require management attention to prevent network and service degradation.
- **Logging Events:** These are events that occur regularly and are expected to occur during the operation of a network, that indicate what is currently going on in the network. Some examples of these events include:
 - Activity on the network and service
 - Operator activity
 - System activity
 - Informational events – Any other kind of event.
 - Debug and Informational events - All the debug and informational events pertaining to TTG modules like RADIUS proxy, HIP, CIP and AUT are not displayed on the Web Interface. This is because it reduces the performance of the system since its large in numbers. Enabling display of these events on the Web Interface is possible through CLI but it is not recommended.

Event Attributes

An event always includes the following attributes:

- Event Source: The identifier of the source component that generates the event
- Timestamp: The time when the event occurred
- Event Severity: Severity is classified as critical, major, minor, warning, informational or debug
- Event Type: The type of event that has occurred
- Event Information: Contains detail attribute fields in a key-value pair, where a list of field names is provided

Generation of Alarm and Event

The following are the steps of how alarm and event are generated.

1. Alarm
 - a. An alarm is a persistent indication of a fault that clears only when the triggering condition had been resolved.
 - b. An alarm can be filtered in the controller web interface based on:
 - Alarm Category - Alarm classifications
 - Alarm Source: Source of the alarm
 - Alarm Status: Could either be outstanding or cleared
 - Acknowledge Time: The time when the alarm is acknowledged
 - Date and Time - Date and time when the alarm is acknowledged
 - Severity: Severity is classified as critical, major or minor
 - Status - Could either be cleared or outstanding
 - Type - Alarm type
 - c. To view the below alarm information in the controller web interface navigate to **Events & Alarms > Alarms**
 - Date and Time
 - Code
 - Alarm Type
 - Severity
 - Status
 - Acknowledged on
 - Cleared By
 - Cleared On
 - Comments
 - Activity
 - Actions
 - d. On an alarm generation, the controller web interface provides the following information as seen in the figure below.
 - Alarm console, which displays the cleared and outstanding alarms visible to the user who is currently logged on.
 - Alarm summary, which lists various information such as outstanding alarm counts, unacknowledged alarm counts, etc.
 - You may clear an alarm or a set of alarms to let other administrators know that you have already resolved the issue. When you select a group of alarms, the **Clear Alarm** button is activated. Click this button. A text box

appears where you can enter comments or notes about the resolved issue. Click Apply when done. To view the cleared alarms, select the cleared option.

- You may acknowledge an alarm or a set of alarms to let other administrators know that you have acknowledged it. When you select an alarm or group of alarms, the **Acknowledge Alarm** button is activated. Click this button. A text box appears where you need to confirm the acknowledgment. Click **Yes** when done. The **Acknowledged on** column in the Alarms table gets updated.
- Filtering features based on the alarm attributes. The **Filter** button is deactivated by default. Click this button if you want to turn on the filter. Click the gear icon to set the filter. A text box appears where you can enter the severity, status and start and end date and time. Click **OK** when done.
- You may also export the data as a CSV file.

FIGURE 1 Alarms

| Date and Time | Code | Alarm Type | Severity | Status | Activity | Acknowledged On | Cleared By | Cleared On |
|-------------------|------|---|----------|-------------|--|-----------------|------------|------------|
| 2017/01/24 16:... | 302 | AP rebooted by system | Major | Outstanding | AP [INDIA-AP-H510@1C:B9:C4:23:03... | N/A | N/A | N/A |
| 2017/01/26 15:... | 302 | AP rebooted by system | Major | Outstanding | AP [R710-215@D4:6B:4D:1A:6B:20] r... | N/A | N/A | N/A |
| 2017/01/25 16:... | 303 | AP disconnected | Major | Outstanding | AP [INDIA-AP-H510@1C:B9:C4:23:03... | N/A | N/A | N/A |
| 2017/01/25 16:... | 303 | AP disconnected | Major | Outstanding | AP [C110@FD:3E:90:3F:7F:40] disco... | N/A | N/A | N/A |
| 2017/01/24 21:... | 803 | Node out of service | Critical | Outstanding | Node [set-2] in cluster [set-1] is out ... | N/A | N/A | N/A |
| 2017/01/24 16:... | 1261 | Data plane fails to connects to the other ... | Warning | Outstanding | Data plane[N/A@74:FE:48:08:AF:BE... | N/A | N/A | N/A |
| 2017/01/24 16:... | 1261 | Data plane fails to connects to the other ... | Warning | Outstanding | Data plane[N/A@74:FE:48:08:AF:BE... | N/A | N/A | N/A |
| 2017/01/26 15:... | 1601 | Authentication server not reachable | Major | Outstanding | Authentication Server [172.19.13.10... | N/A | N/A | N/A |
| 2017/01/25 13:... | 1601 | Authentication server not reachable | Major | Outstanding | Authentication Server [172.19.13.20... | N/A | N/A | N/A |

9 total records - 1 -

2. Event - On an event generation the following:

- The controller collects, receives, and maintains the raw events from the managed entities (control plane, data plane, access points, etc.). These raw events are kept in the database, and are automatically purged.
- The controller allows users to enable/disable certain event types from the managed entities.

Events - The web interface provides event log window as seen in the figure below, for users to visualize and analyze the events. To view the event information in the controller web interface navigate to **Events & Alarms > Events**.

- Date and Time
- Code
- Type
- Severity
- Activity

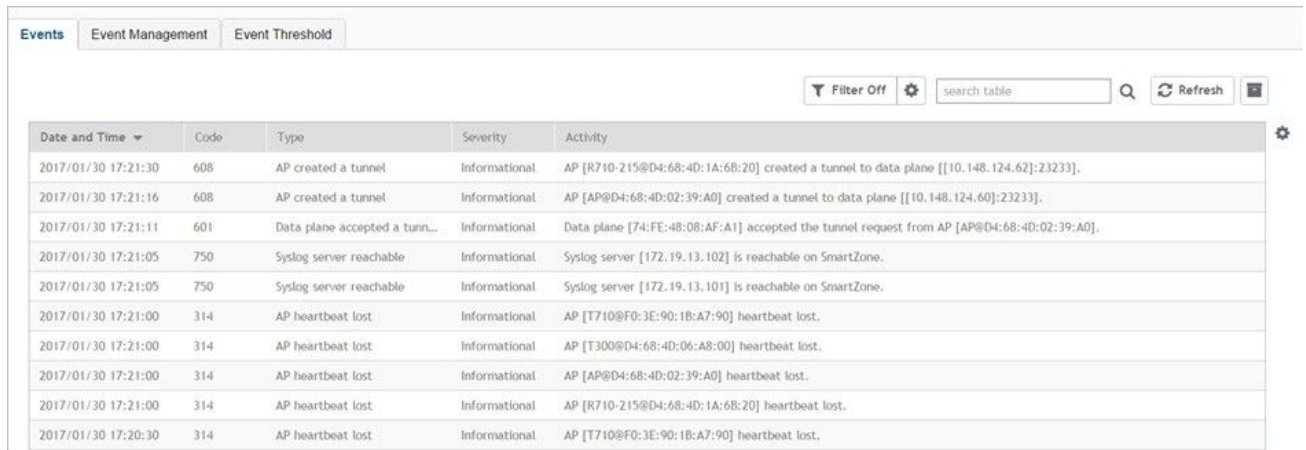
Event Management lists the disabled events that are filtered at the source whenever possible to minimize resources for processing events. The SMTP server is disabled by default. You must enable and configure the SMTP server so notification emails can be delivered successfully.

Threshold Events are triggered at the source whenever possible.

Users are able to perform various operations on the events, such as filtration, aggregation and counting. The **Filter** button is deactivated by default. Click this button if you want to turn on the filter. Click on the gear icon to set the filter. A text box appears where you can enter the severity, status and start and end date and time. Click **OK** when done.

The controller gives you the option of exporting the data as a CSV file.

FIGURE 2 Events



The screenshot shows a web interface for managing events. At the top, there are tabs for 'Events', 'Event Management', and 'Event Threshold'. Below the tabs, there is a 'Filter Off' button, a search box, and a 'Refresh' button. The main content is a table with the following columns: 'Date and Time', 'Code', 'Type', 'Severity', and 'Activity'. The table contains several rows of event data.

| Date and Time | Code | Type | Severity | Activity |
|---------------------|------|-------------------------------|---------------|--|
| 2017/01/30 17:21:30 | 608 | AP created a tunnel | Informational | AP [R710-215@D4:68-4D:1A:6B:20] created a tunnel to data plane [[10.148.124.62]:23233]. |
| 2017/01/30 17:21:16 | 608 | AP created a tunnel | Informational | AP [AP@D4:68:4D:02:39:A0] created a tunnel to data plane [[10.148.124.60]:23233]. |
| 2017/01/30 17:21:11 | 601 | Data plane accepted a tunn... | Informational | Data plane [74:FE:48:08:AF:A1] accepted the tunnel request from AP [AP@D4:68:4D:02:39:A0]. |
| 2017/01/30 17:21:05 | 750 | Syslog server reachable | Informational | Syslog server [172.19.13.102] is reachable on SmartZone. |
| 2017/01/30 17:21:05 | 750 | Syslog server reachable | Informational | Syslog server [172.19.13.101] is reachable on SmartZone. |
| 2017/01/30 17:21:00 | 314 | AP heartbeat lost | Informational | AP [T710@F0:3E:90:1B:A7:90] heartbeat lost. |
| 2017/01/30 17:21:00 | 314 | AP heartbeat lost | Informational | AP [T300@D4:68:4D:06:A8:00] heartbeat lost. |
| 2017/01/30 17:21:00 | 314 | AP heartbeat lost | Informational | AP [AP@D4:68:4D:02:39:A0] heartbeat lost. |
| 2017/01/30 17:21:00 | 314 | AP heartbeat lost | Informational | AP [R710-215@D4:68-4D:1A:6B:20] heartbeat lost. |
| 2017/01/30 17:20:30 | 314 | AP heartbeat lost | Informational | AP [T710@F0:3E:90:1B:A7:90] heartbeat lost. |

NOTE

Refer to [Alarm Types](#) on page 65 and [Events Types](#) on page 159 for the list of alarm and event that the controller generates.

NOTE

Refer to *SNMP MIB Reference Guide* for the list of SNMP alarm traps that the controller generates.

NOTE

Refer to Administrator Guide for viewing of Alarms and Events.

Alarm Types

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Introduction

This chapter provides information on the various types of alarms that the controller generates. Alarms are a subset of the events defined. Categories are inherited from the event.

Accounting Alarms

Following are the alarms related to accounting.

- [Accounting server not reachable](#) on page 66
- [Accounting fallback to primary](#) on page 66
- [Accounting fallback to primary](#) on page 66
- [AP accounting message mandatory parameter missing](#) on page 67
- [AP accounting message decode failed](#) on page 68
- [AP account message drop while no accounting start message](#) on page 68
- [Unauthorized CoA/DM message dropped](#) on page 69

Accounting server not reachable

TABLE 8 Accounting server not reachable alarm

| Alarm | Accounting server not reachable |
|--------------------------------|---|
| Alarm Type | accSrvrNotReachable |
| Alarm Code | 1602 |
| Severity | Major |
| Aggregation Policy | An alarm is raised for every event from the event code 1602. A single event triggers a single alarm. |
| Attribute | "mvsold"=12, "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="radiusd", "realm"="wlan.3gppnetwork.org", "radProxyIp"="7.7.7.7", "accSrvrIp"="30.30.30.30", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Accounting Server [accSrvrIp] not reachable from Radius Proxy [radProxyIp] on {produce.short.name} [SCGMgmtIp] |
| Description | This alarm is triggered when the accounting server cannot be reached. |
| Recommended Actions | Manual intervention is required. Check the web interface for the connection to the AAA interface. Also, check if the RADIUS server can reach the AAA server interface. |

Accounting failed over to secondary

NOTE

This alarm is not applicable for vSZ-H.

TABLE 9 Accounting failed over to secondary alarm

| Alarm | Accounting failed over to secondary |
|--------------------------------|---|
| Alarm Type | accFailedOverToSecondary |
| Alarm Code | 1653 |
| Severity | Major |
| Aggregation Policy | An alarm is raised for every event from the event code 1653. A single event triggers a single alarm. |
| Attribute | "mvsold"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"="wlan.mnc080.mcc405.3gppnetwork.org" "radProxyIp"="7.7.7.7" "primary"="20.20.20.20" "secondary"="30.30.30.30" |
| Displayed on the web interface | Radius Server Failed Over from Primary [primary] to Secondary [secondary] on Radius Proxy [7.7.7.7] on SCG[2.2.2.2] |
| Description | This alarm is triggered when the secondary accounting RADIUS server is available after the primary server becomes zombie or dead. |
| Recommended Actions | No action is required. |

Accounting fallback to primary

NOTE

This alarm is not applicable for vSZ-H.

TABLE 10 Accounting fallback to primary alarm

| Alarm | Accounting fallback to primary |
|------------|--------------------------------|
| Alarm Type | accFallbackToPrimary |

TABLE 10 Accounting fallback to primary alarm (continued)

| Alarm | Accounting fallback to primary |
|--------------------------------|---|
| Alarm Code | 1654 |
| Severity | Major |
| Aggregation Policy | An alarm is raised for every event from the event code 1654. A single event triggers a single alarm. |
| Attribute | "mvsold"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"= "wlan.mnc080.mcc405.3gppnetwork.org" "radProxyIp"="7.7.7.7" "primary"="20.20.20.20" "secondary"="30.30.30.30" |
| Displayed on the web interface | Radius Server Fallback to Primary [{primary}] from Secondary [{secondary}] on Radius Proxy [{radProxyIp}] on {produce.short.name} [{SCGMgmtIp}] |
| Description | This alarm is triggered when the automatic fallback is enabled. The accounting failover to secondary server has occurred, the revival timer for primary server has expired and the requests falls back to the primary server. |
| Recommended Actions | No action is required. |

AP accounting message mandatory parameter missing

NOTE

This alarm is not applicable for vSZ-H.

TABLE 11 AP accounting message mandatory parameter missing alarm

| Alarm | AP accounting message mandatory parameter missing |
|--------------------------------|--|
| Alarm Type | apAcctMsgMandatoryPrmMissing |
| Alarm Code | 1901 |
| Severity | Critical |
| Aggregation Policy | From the event code 1901 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvsold"="12","wlanId"=1, "zoneId"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="wlan.3gppnetwork.org", "SCGMgmtIp"="2.2.2.2", "ueMacAddr"="aa:bb:cc:gg:hh:ii","uelmsi"="12345", "ueMsisdn"="98787" |
| Displayed on the web interface | [{srcProcess}] Mandatory attribute missing in Accounting Packet received from AP [{apIpAddress}] on {produce.short.name} [{SCGMgmtIp}], with username [{uelmsi}@{realm}] |
| Description | This alarm is triggered when the controller fails to find the mandatory parameter in the RADIUS accounting message received from the AP. This mandatory parameter is required for generating the WAN-CDR. |
| Recommended Action | Download the RADIUS log file from the web interface to check the error cause. |

AP accounting message decode failed

NOTE

This alarm is not applicable for vSZ-H.

TABLE 12 AP accounting message decode failed alarm

| Alarm | AP accounting message decode failed |
|--------------------------------|--|
| Alarm Type | apAcctMsgDecodeFailed |
| Alarm Code | 1904 |
| Severity | Critical |
| Aggregation Policy | From the event code 1904 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvnold"="12", "wlanId"=1, "zoneld"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="wlan.3gppnetwork.org", "SCGMgmtIp"="2.2.2.2", "ueMacAddr"="aa:bb:cc:gg:hh:ii", "uelmsi"="12345", "ueMsisdn"="98787" |
| Displayed on the web interface | [[srcProcess]] Malformed Accounting Packet received from AP [[apIpAddress]] on {produce.short.name} [[SCGMgmtIp]], with username [[userName]] |
| Description | This alarm is triggered when an AP accounting message decode fails due to a malformed packet. |
| Recommended Action | Download the RADIUS log file from the web interface to check the error cause. |

AP account message drop while no accounting start message

NOTE

This alarm is not applicable for vSZ-H.

TABLE 13 AP account message drop while no accounting start message alarm

| Alarm | AP account message drop while no accounting start message |
|--------------------------------|--|
| Alarm Type | apAcctMsgDropNoAcctStartMsg |
| Alarm Code | 1910 |
| Severity | Critical |
| Aggregation Policy | From the event code 1910 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvnold"="12", "wlanId"="1", "zoneld"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="wlan.3gppnetwork.org", |
| Displayed on the web interface | [[srcProcess]] Dropped Accounting Packet received from AP [[apIpAddress]] on {produce.short.name} [[SCGMgmtIp]], with username [[userName]]. Accounting session timer expired, stop or interim message not received, as Account Start not received from NAS/AP |
| Description | This alarm is raised when accounting messages from the AP is dropped. The attributes Acct Interim/Stop message as account start is not received from the AP. |

TABLE 13 AP account message drop while no accounting start message alarm (continued)

| | |
|--------------------|--|
| Alarm | AP account message drop while no accounting start message |
| Recommended Action | Check the accounting retransmit timer and retransmit count in the Access Point (AP) configuration. Also check if the interface from the AP to the controller is congested. |

Unauthorized CoA/DM message dropped

NOTE

This alarm is not applicable for vSZ-H.

TABLE 14 Unauthorized CoA/DM message dropped alarm

| | |
|--------------------------------|---|
| Alarm | Unauthorized CoA/DM message dropped |
| Alarm Type | unauthorizedCoaDmMessageDropped |
| Alarm Code | 1911 |
| Severity | Critical |
| Aggregation Policy | From the event code 1911 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvsold"="12" "wlanid"="1" "zoneid"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "radSrvrIp"="7.7.7.7" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | {{srcProcess}} Dropped CoA/DM Packet received from AAA {{radSrvrIp}} on {{produce.short.name}} {{SCGMgmtIp}}, Received message from unauthorized AAA |
| Description | This alarm is triggered when the controller receives a Change of Authorization (CoA) or Dynamic Multipoint (DM) message from an unauthorized AAA server. |
| Recommended Action | Check the RADIUS configuration server settings in the RADIUS service profile. Check if the AAA server is authorized to send the change of authorization (CoA) or dynamic multipoint (DM) messages. If it is authorized, include for RADIUS server to send CoA/DM message in RADIUS service. |

NOTE

Refer to [Accounting Events](#) on page 160.

AP Authentication Alarms

Following are the alarms related to AP authentication.

- [RADIUS server unreachable](#) on page 70
- [LDAP server unreachable](#) on page 70
- [AD server unreachable](#) on page 70
- [WeChat ESP authentication server unreachable](#) on page 71
- [WeChat ESP authentication server unresolvable](#) on page 71
- [WeChat ESP DNAT server unreachable](#) on page 72
- [WeChat ESP DNAT server unresolvable](#) on page 72

RADIUS server unreachable

TABLE 15 RADIUS server unreachable alarm

| Alarm | RADIUS server unreachable |
|--------------------------------|--|
| Alarm Type | radiusServerUnreachable |
| Alarm Code | 2102 |
| Severity | Major |
| Aggregation Policy | From the event code 2102 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Auto Clearance | The alarm is auto cleared with the event code 2101. |
| Displayed on the web interface | AP {{apName&&apMac}} is unable to reach radius server {{ip}}. |
| Description | This alarm is triggered when AP is unable to reach RADIUS server. |
| Recommended Actions | Check the network connectivity between AP and RADIUS server. |

LDAP server unreachable

TABLE 16 LDAP server unreachable alarm

| Alarm | LDAP server unreachable |
|--------------------------------|--|
| Alarm Type | ldapServerUnreachable |
| Alarm Code | 2122 |
| Severity | Major |
| Aggregation Policy | From the event code 2122 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Auto Clearance | The alarm is auto cleared with the event code 2121. |
| Displayed on the web interface | AP {{apName&&apMac}} is unable to reach LDAP server {{ip}}. |
| Description | This alarm is triggered when AP is unable to reach LDAP server. |
| Recommended Actions | Check the network connectivity between AP and LDAP server. |

AD server unreachable

TABLE 17 AD server unreachable alarm

| Alarm | AD server unreachable |
|--------------------|--|
| Alarm Type | adServerUnreachable |
| Alarm Code | 2142 |
| Severity | Major |
| Aggregation Policy | From the event code 2142 an alarm is raised for every event. A single event triggers a single alarm. |

TABLE 17 AD server unreachable alarm (continued)

| Alarm | AD server unreachable |
|--------------------------------|---|
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Auto Clearance | The alarm is auto cleared with the event code 2141. |
| Displayed on the web interface | AP {{apName&&apMac}} is unable to reach AD server {{ip}}. |
| Description | This alarm is triggered when AP is unable to reach AD server. |
| Recommended Actions | Check the network connectivity between AP and AD server. |

WeChat ESP authentication server unreachable

TABLE 18 WeChat ESP authentication server unreachable alarm

| Alarm | WeChat ESP authentication server unreachable |
|--------------------------------|---|
| Alarm Type | espAuthServerUnreachable |
| Alarm Code | 2152 |
| Severity | Major |
| Aggregation Policy | From the event code 2152 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","profileId"="1","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Auto Clearance | The alarm is auto cleared with the event code 2151 |
| Displayed on the web interface | AP {{apName&&apMac}} is unable to reach WeChat ESP authentication server {{ip}} |
| Description | This alarm is triggered when AP is unable to reach WeChat ESP authentication server. |
| Recommended Actions | .Check the network connectivity between controller web interface and WeChat ESP authentication server. |

WeChat ESP authentication server unresolvable

TABLE 19 WeChat ESP authentication server unresolvable alarm

| Alarm | WeChat ESP authentication server unresolvable |
|--------------------------------|--|
| Alarm Type | espAuthServerUnResolvable |
| Alarm Code | 2154 |
| Severity | Major |
| Aggregation Policy | From the event code 2154 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","dn"="www.test.com","profileId"="1","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Auto Clearance | The alarm is auto cleared with the event code 2153. |
| Displayed on the web interface | AP {{apName&&apMac}} is unable to resolve WeChat ESP authentication server domain name {{dn}} to IP |

Alarm Types

AP Authentication Alarms

TABLE 19 WeChat ESP authentication server unresolvable alarm (continued)

| | |
|---------------------|--|
| Alarm | WeChat ESP authentication server unresolvable |
| Description | This alarm is triggered when AP is unable to resolve WeChat ESP authentication server domain name. |
| Recommended Actions | Check the DNS server configuration settings in the controller web interface. |

WeChat ESP DNAT server unreachable

TABLE 20 WeChat ESP DNAT server unreachable alarm

| | |
|--------------------------------|---|
| Alarm | WeChat ESP DNAT server unreachable |
| Alarm Type | espDNATServerUnreachable |
| Alarm Code | 2162 |
| Severity | Major |
| Aggregation Policy | From the event code 2162 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","profileId"="1","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Auto Clearance | The alarm is auto cleared with the event code 2161. |
| Displayed on the web interface | AP [{apName&&apMac}] is unable to reach WeChat ESP DNAT server [{ip}]. |
| Description | This alarm is triggered when the AP is unable to reach WeChat ESP DNAT server. |
| Recommended Actions | Check the network connectivity between controller web interface and WeChat ESP DNAT server. |

WeChat ESP DNAT server unresolvable

TABLE 21 WeChat ESP DNAT server unresolvable alarm

| | |
|--------------------------------|--|
| Alarm | WeChat ESP DNAT server unresolvable |
| Alarm Type | espDNATServerUnresolvable |
| Alarm Code | 2164 |
| Severity | Major |
| Aggregation Policy | From the event code 2164 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","dn"="www.test.com","profileId"="1","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Auto Clearance | The alarm is auto cleared with the event code 2163. |
| Displayed on the web interface | AP [{apName&&apMac}] is unable to resolve WeChat ESP DNAT server domain name [{dn}] to IP |
| Description | This alarm is triggered when the AP is unable to resolve WeChat ESP DNAT server domain name. |
| Recommended Actions | Check the DNS server configuration settings in the controller web interface. |

NOTE

Refer to [AP Authentication Events](#) on page 165.

AP Communication Alarms

Following are the alarms related to access point communications.

- [AP rejected](#) on page 73
- [AP configuration update failed](#) on page 73
- [AP swap model mismatched](#) on page 74
- [AP pre-provision model mismatched](#) on page 74
- [AP firmware update failed](#) on page 75
- [AP WLAN oversubscribed](#) on page 75
- [AP join zone failed](#) on page 75
- [AP image signing failed](#) on page 76

AP rejected

TABLE 22 AP rejected alarm

| Alarm | AP rejected |
|--------------------------------|---|
| Alarm Type | apStatusRejected |
| Alarm Code | 101 |
| Severity | Minor |
| Aggregation Policy | From the event code 105 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 103. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx", "reason"="xxx" |
| Displayed on the web interface | {produce.short.name} [{wsgIP}] rejected AP [{apName&&apMac}] because of [{reason}] |
| Description | This alarm is triggered when the AP is rejected. |
| Recommended Actions | Check if the number of licenses has exceeded the limit. You would need to purchase additional licenses, in case of insufficient licenses. |

AP configuration update failed

TABLE 23 AP configuration update failed alarm

| Alarm | AP configuration update failed |
|--------------------------------|---|
| Alarm Type | apConfUpdateFailed |
| Alarm Code | 102 |
| Severity | Major |
| fAggregation Policy | From the event code 111 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 110. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "configID"="23456781234" |
| Displayed on the web interface | AP [{apName&&apMac}] failed to update to configuration [{configID}] |
| Description | This alarm is triggered when the controller is unable to update the AP configuration details. |

Alarm Types

AP Communication Alarms

TABLE 23 AP configuration update failed alarm (continued)

| | |
|---------------------|--|
| Alarm | AP configuration update failed |
| Recommended Actions | Retrieve the AP support text. Reboot the AP and trigger another configuration change for upgrading the AP. If it fails revert to the previous zone firmware. |

AP swap model mismatched

TABLE 24 AP swap model mismatched alarm

| | |
|--------------------------------|--|
| Alarm | AP swap model mismatched |
| Alarm Type | apModelDiffWithSwapOutAP |
| Alarm Code | 104 |
| Severity | Major |
| Aggregation Policy | From the event code 113 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx " "configModel"="xxx.xxx.xxx.xxx", "model"="xxx.xxx.xxx.xxx |
| Displayed on the web interface | AP {{apName&&apMac}} model {{(model)}} is different from swap configuration model {{(configModel)}} |
| Description | This alarm is triggered when the AP model differs from the swapped configuration model. |
| Recommended Actions | If the model is incorrect delete and rejoin the AP. |

AP pre-provision model mismatched

TABLE 25 AP pre-provision model mismatched alarm

| | |
|--------------------------------|---|
| Alarm | AP pre-provision model mismatched |
| Alarm Type | apModelDiffWithPreProvConfig |
| Alarm Code | 105 |
| Severity | Major |
| Aggregation Policy | From the event code 112 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx", "configModel"="xxx.xxx.xxx.xxx". "model"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | AP {{apName&&apMac}} model {{(model)}} is different from per-provision configuration model {{(configModel)}} |
| Description | This alarm is triggered when the AP model differs from the pre-provision configuration model. |
| Recommended Actions | If the model is incorrect delete the AP for the AP to rejoin to get the proper AP configuration. |

AP firmware update failed

TABLE 26 AP firmware update failed alarm

| | |
|--------------------------------|--|
| Alarm | AP firmware update failed |
| Alarm Type | apFirmwareUpdateFailed |
| Alarm Code | 107 |
| Severity | Major |
| Aggregation Policy | From the event code 107 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 106. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | AP {{apName&&apMac}} failed to update its firmware from {{fromVersion}} to {{toVersion}} {{reason}} |
| Description | This alarm is triggered when the AP fails to update the firmware details. |
| Recommended Actions | Retrieve the AP support text. Reboot the AP and trigger another configuration change for upgrading the AP. If it fails revert to the previous zone firmware. |

AP WLAN oversubscribed

TABLE 27 AP WLAN oversubscribed alarm

| | |
|--------------------------------|--|
| Alarm | AP WLAN oversubscribed |
| Alarm Type | apWlanOversubscribed |
| Alarm Code | 1081 |
| Severity | Major |
| Aggregation Policy | From the event code 114 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP {{apName&&apMac}} does not have enough capacity to deploy all wlans. Only maximum wlan number of the AP can be deployed |
| Description | This alarm is triggered when the AP exceeds the maximum capacity for deploying all WLANs. |
| Recommended Actions | Any of the following are the recommended actions. <ul style="list-style-type: none"> • Create a new WLAN group with WLANs. Ensure that it is not more than the AP's WLAN capacity. Apply the new WLAN group to either the AP or the AP's AP Group. • Find the WLAN group used by the AP and reduce the number of WLAN. |

AP join zone failed

NOTE

This alarm is not applicable for vSZ-H.

TABLE 28 AP join zone failed alarm

| | |
|------------|---------------------|
| Alarm | AP join zone failed |
| Alarm Type | apJoinZoneFailed |

TABLE 28 AP join zone failed alarm (continued)

| Alarm | AP join zone failed |
|--------------------------------|---|
| Alarm Code | 115 |
| Severity | Major |
| Aggregation Policy | From the event code 115 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "zoneUUID"="xx:xx:xx:xx:xx:xx", "targetZoneUUID"="xx:xx:xx:xx:xx:xx", "reason"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP {{apName&&apMac}} failed to join to zone {{targetZoneName}}. Reason: {{reason}} |
| Description | This alarm is triggered when the AP fails to join the specified zone |
| Recommended Actions | Check if the number of RXGW (AP direct tunnel license) licenses has exceeded the limit. You would need to purchase additional licenses, in case of insufficient licenses. |

AP image signing failed

NOTE

APs earlier than release 3.4 cannot be aligned to join SmartZone release 3.6.x due to mismatch in image format. Alarm code 187 will be raised with AP MAC address.

NOTE

USI: Un Signed Image

ISI: Intermediate Signed Image

FSI: Fully Signed Image

TABLE 29 AP image signing failed alarm

| Alarm | AP Image signing failed |
|--------------------------------|---|
| Alarm Type | apSigningInformation |
| Alarm Code | 187 |
| Severity | Informational |
| Aggregation Policy | From the event code 187 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP Image Signing: The AP[{{apMac}}] with firmware version [{{fwVersion}}] is USI. USI to FSI upgrade is not allowed due to difference in Image formats. |
| Description | This alarm is triggered when the upgrade fails due to AP image mismatch. |
| Recommended Actions | <p>This issue of not able to upgrade from releases prior to or from 3.2.x to R3.6+ occurs as per the following category.</p> <ul style="list-style-type: none"> • Category 1: AP firmware images for releases prior to 3.4.x is in the format USI (Un Signed Image) • Category 2: AP firmware images for releases 3.4.x and 3.5.x is in the format ISI (Intermediate Signed Image) • Category 3: AP firmware images for releases 3.6 and above is in the format FSI (Fully Signed Image) <p>When upgrading from releases prior to 3.4 to 3.6.x and above, the AP image in category1 (USI) should be first upgraded to category 2 (ISI) and only then upgraded to category 3 (FSA). For example, move the AP image</p> |

TABLE 29 AP image signing failed alarm (continued)

| Alarm | AP Image signing failed |
|-------|---|
| | <p>first to 3.4 or 3.5 zone and then to 3.6.x zone. If you attempt to do a direct upgrade (from USI to FSI) alarm 187 is triggered.</p> <p>If you are unable to upgrade the AP image using the controller web user interface, you can alternatively upgrade through TFTP or FTP using CLI mode as per the below steps.</p> <ul style="list-style-type: none"> • Step 1: Configure FTP or TFTP server in the network with any image (even FSI for 3.6.x is allowed) • Step 2: Login to AP CLI and configure TFTP or FTP server IP address and image file name by using the command <code>fw set</code> and its related sub options. • Step 3: Execute the command <code>fw update</code> • Step 4: On completion of step 3 you can now upgrade the API image to ISI > FSI using the controller web user interface. |

NOTE

Refer to [AP Communication Events](#) on page 173.

AP LBS Alarms

Following are the alarms related to AP Location Based Service (LBS).

- [No LS responses](#) on page 77
- [LS authentication failure](#) on page 78
- [AP failed to connect to LS](#) on page 78

No LS responses

TABLE 30 No LS responses alarm

| Alarm | No LS responses |
|--|--|
| Alarm Type | apLBSNoResponses |
| Alarm Code | 701 |
| Severity | Major |
| Aggregation Policy | From the event code 701 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="" |
| Displayed on the SmartZone web interface | AP [{apName}&&apMac] no response from LS: url=[{url}], port=[{port}] |
| Description | This alarm is triggered when the AP does not get a response when trying to connect to the location based service. |
| Recommended Actions | This alarm is triggered when the location server fails to respond to the AP request due to an error or the server is a maintenance mode. Report this to the location server owner. |

LS authentication failure

TABLE 31 LS authentication failure alarm

| Alarm | LS authentication failure |
|--|--|
| Alarm Type | apLBSAuthFailed |
| Alarm Code | 702 |
| Severity | Major |
| Aggregation Policy | From the event code 702 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="" |
| Displayed on the SmartZone web interface | AP [{apName}&&{apMac}] LBS authentication failed: url={url}, port={port} |
| Description | This alarm is triggered due to the authentication failure on connecting to the location based service. |
| Recommended Actions | The password needs to be corrected in the LBS service page. |

AP failed to connect to LS

TABLE 32 AP failed to connect to LS alarm

| Alarm | AP failed to connect to LS |
|--|---|
| Alarm Type | apLBSConnectFailed |
| Alarm Code | 704 |
| Severity | Major |
| Aggregation Policy | From the event code 704 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 703. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="" |
| Displayed on the SmartZone web interface | AP [{apName}&&{apMac}] connection failed to LS: url={url}, port={port} |
| Description | This alarm is triggered when the AP fails to connect to the location based service. |
| Recommended Actions | This alarm is triggered either when the location server is unreachable or the network connection is unstable or the Domain Named System (DNS) configuration is incorrect. It is recommended to check all the three possible error codes - 701, 702 and 704. |

NOTE

Refer to [AP LBS Events](#) on page 187.

AP State Change Alarms

Following are the alarms related to access point state changes:

- [AP rebooted by system](#) on page 79
- [AP disconnected](#) on page 79
- [AP deleted](#) on page 80

- [AP cable modem interface down](#) on page 80
- [AP DHCP service failure](#) on page 80
- [AP NAT failure](#) on page 81
- [AP DHCP/NAT DWPD Ethernet port configuration override](#) on page 81
- [SZ DHCP/NAT DWPD Ethernet port configuration override](#) on page 82
- [SIM removal](#) on page 82

AP rebooted by system

TABLE 33 AP rebooted by system alarm

| Alarm | AP rebooted by system |
|--------------------------------|---|
| Alarm Type | apRebootBySystem |
| Alarm Code | 302 |
| Severity | Major |
| Aggregation Policy | From the event code 302 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "reason"="xxxxx" |
| Displayed on the web interface | AP [{apName&&apMac}] rebooted by the system because of [{reason}] |
| Description | This alarm is triggered when system reboots the AP. |
| Recommended Actions | Check the reasons for the reboot. If the reason is unknown, retrieve the AP support text and send it to Ruckus support. |

AP disconnected

TABLE 34 AP disconnected alarm

| Alarm | AP disconnected |
|--------------------------------|---|
| Alarm Type | apConnectionLost |
| Alarm Code | 303 |
| Severity | Major |
| Aggregation Policy | From the event code 303 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 312 |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{apName&&apMac}] disconnected |
| Description | This alarm is triggered when the AP disconnects from the controller. |
| Recommended Actions | Check the network and the communicator process on the controller. Try rebooting the AP locally. |

AP deleted

TABLE 35 AP deleted alarm

| Alarm | AP deleted |
|--------------------------------|---|
| Alarm Type | apDeleted |
| Alarm Code | 306 |
| Severity | Major |
| Aggregation Policy | From the event code 313 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{apName&&apMac}] deleted |
| Description | This alarm is triggered when the AP is deleted. |
| Recommended Actions | This is a user action and to confirm check the user audit. |

AP cable modem interface down

TABLE 36 AP cable modem interface down alarm

| Alarm | AP cable modem interface down |
|--------------------------------|---|
| Alarm Type | cableModemDown |
| Alarm Code | 308 |
| Severity | Major |
| Aggregation Policy | From the event code 316 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 325. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{apName&&apMac}] cable modem interface is down |
| Description | This alarm is triggered when the AP cable modem interface is down. |
| Recommended Actions | Check cable modem. Try rebooting the cable modem. |

NOTE

Refer to [AP State Change Events](#) on page 197.

AP DHCP service failure

TABLE 37 AP DHCP service failure alarm

| Alarm | Both primary and secondary DHCP server APs are down |
|--------------------|---|
| Alarm Type | apDHCPServiceFailure |
| Alarm Code | 341 |
| Severity | Major |
| Aggregation Policy | From the event code xxx an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "primaryServerMac"="xx:xx:xx:xx:xx:xx", "secondaryServerMac"="xx:xx:xx:xx:xx:xx" |

TABLE 37 AP DHCP service failure alarm (continued)

| | |
|--------------------------------|--|
| Alarm | Both primary and secondary DHCP server APs are down |
| Displayed on the web interface | AP DHCP service failure. Both primary DHCP AP [{primaryServerMac}] and secondary DHCP server AP [{secondaryServerMac}] are down. |
| Description | This alarm is triggered when the primary and secondary DHCP server APs fail. |
| Recommended Actions | Deploy DHCP service on another AP. |

AP NAT failure

TABLE 38 AP NAT failure alarm

| | |
|--------------------------------|---|
| Alarm | AP cable modem interface down NAT failure detected by controller due to three (3) consecutive NAT gateway APs are down |
| Alarm Type | apNATFailureDetectedbySZ |
| Alarm Code | 346 |
| Severity | Major |
| Aggregation Policy | From the event code 346 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac1"="xx:xx:xx:xx:xx:xx", "apMac2"="xx:xx:xx:xx:xx:xx", "apMac3"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | NAT failure detected by SZ since three (3) consecutive NAT gateway IPs are down AP1=[{apMac1}] AP2=[{apMac2}] AP3=[{apMac3}] (All consecutive NAT APs are down in case of less than 3 NAT Gateway APs configured). The NAT traffic for some of the clients may get affected for the respective VLANs. |
| Description | This alarm is triggered when the controller detects three (3) consecutive failures of NAT server APs. |

AP DHCP/NAT DWPDP Ethernet port configuration override

TABLE 39 AP DHCP/NAT DWPDP Ethernet port configuration override alarm

| | |
|--------------------------------|--|
| Alarm | AP DHCP/NAT DWPDP Ethernet port configuration override |
| Alarm Type | clusterRedundancyApRehomeIncomplete |
| Alarm Code | 1026 |
| Severity | Major |
| Aggregation Policy | From the event code 1026 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac" = "xx:xx:xx:xx:xx:xx", "ethPort" = "xxx", "forwardingType" = "xxx" |
| Displayed on the web interface | AP[{apMac}] does not have any available ethernet port for LAN. Overriding [{ethPort}] configured as [{forwardingType}], to LAN/Local Subnet by DHCP/NAT DWPDP configuration. |
| Description | This alarm is triggered when the AP does not have an available Ethernet port for LAN. |

SZ DHCP/NAT DWPD Ethernet port configuration override

TABLE 40 SZ DHCP/NAT DWPD Ethernet port configuration override alarm

| Alarm | SZ DHCP/NAT DWPD Ethernet port configuration override |
|--------------------------------|--|
| Alarm Type | sZCfgDhcpNatManualEthPortConfigOverride |
| Alarm Code | 1027 |
| Severity | Major |
| Aggregation Policy | From the event code 10276 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "apMac" = "xx:xx:xx:xx:xx:xx", "ethPort" = "xxx", "forwardingType" = "xxx" |
| Displayed on the web interface | [[ethPort]] already configured as [[forwardingType]] for AP[[apMac]]. Overriding to LAN/Local Subnet by DHCP/NAT configuration. |
| Description | This alarm is triggered when the Ethernet port is already configured for the AP. |

NOTE

Refer to [AP State Change Events](#) on page 197.

SIM removal

TABLE 41 SIM removal alarm

| Alarm | SIM removal |
|--------------------------------|---|
| Alarm Type | simRemoval |
| Alarm Code | 9109 |
| Severity | Major |
| Aggregation Policy | From the event code 7002, an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 7002. |
| Attribute | apMac = "xx:xx:xx:xx:xx:xx", currSim = "SIM 0" |
| Displayed on the web interface | AP [[apName&&apMac]] [[currSim]] removed |
| Description | This alarm is triggered when the SIM is removed. |
| Recommended Actions | No action is required. |

Authentication Alarms

The following are the alarms related to authentication.

- [Authentication server not reachable](#) on page 83
- [Authentication failed over to secondary](#) on page 83
- [Authentication fallback to primary](#) on page 84
- [AD/LDAP connectivity failure](#) on page 84
- [Bind fails with AD/LDAP](#) on page 85
- [Bind success with LDAP, but unable to find clear text password for the user](#) on page 85
- [RADIUS fails to connect to AD NPS server](#) on page 86

- [RADIUS fails to authenticate with AD NPS server](#) on page 86
- [Fails to establish TLS tunnel with AD/LDAP](#) on page 87

Authentication server not reachable

TABLE 42 Authentication server not reachable alarm

| Alarm | Authentication server not reachable |
|--------------------------------|---|
| Alarm Type | authSrvrNotReachable |
| Alarm Code | 1601 |
| Severity | Major |
| Aggregation Policy | From the event code 1601 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvsold"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"= "wlan.mnc080.mcc405.3gppnetwork.org" "radProxyIp"="7.7.7.7" "authSrvrIp"="20.20.20.20" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Authentication Server [{authSrvrIp}] not reachable from Radius Proxy [{radProxyIp}] on {produce.short.name} [{SCGMgmtIp}]. |
| Description | This alarm is triggered when the authentication fails since the primary or secondary servers are not reachable. |
| Recommended Actions | Manual intervention is required. Check the web interface for the interface from the controller to AAA server. Also check if the AAA server can be reached from the RADIUS server. Ensure that the AAA server is UP. |

Authentication failed over to secondary

TABLE 43 Authentication failed over to secondary alarm

| Alarm | Authentication failed over to secondary |
|--------------------------------|---|
| Alarm Type | authFailedOverToSecondary |
| Alarm Code | 1651 |
| Severity | Major |
| Aggregation Policy | From the event code 1651 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvsold"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", srcProcess="radiusd" "realm"= "wlan.mnc080.mcc405.3gppnetwork.org" "radProxyIp"="7.7.7.7" "primary"="20.20.20.20" "secondary"="30.30.30.30" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Radius Server Failed Over from Primary [{primary}] to Secondary [{secondary}] on Radius Proxy [{radProxyIp}] on {produce.short.name} [{SCGMgmtIp}]a |
| Description | This alarm is triggered when the secondary RADIUS server is available after the primary server becomes zombie or dead. |
| Recommended Actions | No operator action is required. |

Authentication fallback to primary

TABLE 44 Authentication fallback to primary alarm

| Alarm | Authentication fallback to primary |
|--------------------------------|--|
| Alarm Type | authFallbackToPrimary |
| Alarm Code | 1652 |
| Severity | Major |
| Aggregation Policy | From the event code 1652 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvsold"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"= "wlan.mnc080.mcc405.3gppnetwork.org" "radProxyIp"="7.7.7.7" "primary"="20.20.20.20" "secondary"="30.30.30.30" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Radius Server Fallback to Primary [{primary}] from Secondary [{secondary}] on Radius Proxy [{radProxyIp}] on {produce.short.name} [{SCGMgmtIp}] |
| Description | This alarm is triggered when automatic fallback is enable. Consequently, the authentication failover to the secondary server occurs and the revival timer for the primary server expires, and the requests falls back to the primary server. |
| Recommended Actions | No action is required. |

AD/LDAP connectivity failure

TABLE 45 AD/LDAP connectivity failure alarm

| Alarm | AD/LDAP connectivity failure |
|--------------------------------|--|
| Alarm Type | racADLDAPFail |
| Alarm Code | 1752 |
| Severity | Major |
| Aggregation Policy | From the event code 1752 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvsold"=12, "srcProcess"="RAC", "authSrvrIp"="1.1.1.1", "SCGMgmtIp"="2.2.2.2" "desc"= "Connection to AD/LDAP fails" |
| Displayed on the web interface | [{srcProcess}] Connect to AD/LDAP[{authSrvrIp}] fails from SCG[{SCGMgmtIp}] |
| Description | This alarm is triggered when RADIUS server fails to connect with AD/LDAP server. |
| Recommended Actions | <ul style="list-style-type: none"> • Check whether AD/LDAP server instance is running on the target machine • Check whether the AD/LDAP server can be reached from the controller • Verify if AD/LDAP server instances are listening on ports 3268 and 389 • Verify if the requests are reaching AD/LDAP servers by any packet capture tool (tcpdump, wireshark) |

Bind fails with AD/LDAP

TABLE 46 Bind fails with AD/LDAP alarm

| Alarm | Bind fails with AD/LDAP |
|--------------------------------|---|
| Alarm Type | racADLDAPBindFail |
| Alarm Code | 1753 |
| Severity | Major |
| Aggregation Policy | From the event code 1753 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12, "srcProcess"="RAC", "authSrvrIp"="1.1.1.1", "username"="testuser" "SCGMgmtIp"="2.2.2.2", "desc"="Bind to AD/LDAP fails" |
| Displayed on the web interface | [[srcProcess]] Bind to AD/LDAP[[authSrvrIp]] fails from SCG[[SCGMgmtIp]] for User[[userName]] |
| Description | This alarm is triggered when RADIUS server binding fails to AD/LDAP server. |
| Recommended Actions | <ul style="list-style-type: none"> • Verify the base and administrator domain names as configured in the controller web interface • Verify the administrator user name and password as configured in the controller web interface • Verify whether the configured administrator user name and password is authenticated by the AD/LDAP servers |

Bind success with LDAP, but unable to find clear text password for the user

TABLE 47 Bind success with LDAP, but unable to find clear text password for the user alarm

| Alarm | Bind success with LDAP, but unable to find clear text password for the user |
|--------------------------------|--|
| Alarm Type | racLDAPFailToFindPassword |
| Alarm Code | 1754 |
| Severity | Major |
| Aggregation Policy | From the event code 1754 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12, "srcProcess"="RAC", "authSrvrIp"="1.1.1.1", "username"="testuser" "SCGMgmtIp"="2.2.2.2", "desc"="Fail to find password" |
| Displayed on the web interface | [[srcProcess]] failed to find password from LDAP[[authSrvrIp]] for SCG[[SCGMgmtIp]] for User[[userName]] |
| Description | This alarm is triggered when binding is successful with LDAP server using root credentials but it is unable to retrieve the clear text password for the user. |
| Recommended Actions | Verify whether the given username and clear text password are configured in the LDAP server. |

RADIUS fails to connect to AD NPS server

TABLE 48 RADIUS fails to connect to AD NPS server alarm

| Alarm | RADIUS fails to connect to AD NPS server |
|--------------------------------|---|
| Alarm Type | racADNPSFail |
| Alarm Code | 1755 |
| Severity | Major |
| Aggregation Policy | From the event code 1755 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12 "srcProcess"="RAC", "authSrvrIp"="1.1.1.1", "username"="testuser" "SCGMgmtIp"="2.2.2.2", "desc"="Fails to connect to AD NPS server" |
| Displayed on the web interface | [[srcProcess]] Fails to connect to AD NPS[[authSrvrIp]] from SCG[[SCGMgmtIp]] |
| Description | This alarm is triggered when the RADIUS server fails to connect to the AD NPS server. |
| Recommended Actions | <ul style="list-style-type: none"> • Verify if the configured NPS server instance is up and running (Network Policy Server) • Verify if the NPS server instance is communicating on the standard RADIUS port 1812 • Ensure that Windows server where AD/NPS server is provisioned can be reached from the controller web interface |

RADIUS fails to authenticate with AD NPS server

TABLE 49 RADIUS fails to authenticate with AD NPS server alarm

| Alarm | RADIUS fails to authenticate with AD NPS server |
|--------------------------------|--|
| Alarm Type | racADNPSFailToAuthenticate |
| Alarm Code | 1756 |
| Severity | Major |
| Aggregation Policy | From the event code 1756 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12, "srcProcess"="RAC", "authSrvrIp"="1.1.1.1", "username"="testuser" "SCGMgmtIp"="2.2.2.2", "desc"="Fails to authenticate with AD NPS" |
| Displayed on the web interface | [[srcProcess]] Fails to authenticate AD NPS[[authSrvrIp]] on SCG[[SCGMgmtIp]] for User[[userName]] |
| Description | This alarm is triggered when the RADIUS server fails to authenticate with the AD NPS server. |
| Recommended Actions | <ul style="list-style-type: none"> • The shared secret for NPS server should be same as that of administrator password provisioned in the controller web interface for AD server • NPS should be configured to accept request (CHAP and MSCHAPv2) from the controller • For CHAP authentication to work the AD server should store the password in reversible encryption format • Ensure that NPS is registered with AD server |

NOTE

Refer to [Authentication Events](#) on page 219.

Fails to establish TLS tunnel with AD/LDAP

TABLE 50 Fails to establish TLS tunnel with AD/LDAP alarm

| Alarm | Fails to establish TLS tunnel with AD/LDAP |
|--------------------------------|--|
| Alarm Type | racADLDAPTLSFailed |
| Alarm Code | 1762 |
| Severity | Major |
| Aggregation Policy | From the event code 1762 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "rvmold"=12 "srcProcess"="RAC", "authSrvrIp" ="1.1.1.1" "authSrvrPort"="636", "SCGMgmtIp"="2.2.2.2" "desc"=" Fail to establish TLS Tunnel with LDAP/AD" |
| Displayed on the web interface | [[srcProcess]] Fails to authenticate AD NPS[[authSrvrIp]] on SCG[[SCGMgmtIp]] for User[[userName]] |
| Description | This alarm is triggered when TLS connection between the controller and AD/LDAP fails. |

NOTE

Refer to [Authentication Events](#) on page 219.

Control and Data Plane Interface Alarms

NOTE

This section is not applicable for vSZ-H.

Following alarm is related to control and data plane.

- [GtpManager \(DP\) disconnected](#) on page 87

GtpManager (DP) disconnected

TABLE 51 GtpManager (DP) disconnected alarm

| Alarm | GtpManager (DP) disconnected |
|--------------------|--|
| Alarm Type | lostCnxnToDblade |
| Alarm Code | 1202 |
| Severity | Major |
| Aggregation Policy | From the event code 1202 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 1201. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="NA", "ctrlBladelp"="1.1.1.1", "dataBladelp"="3.3.3.3", |

TABLE 51 GtpManager (DP) disconnected alarm (continued)

| Alarm | GtpManager (DP) disconnected |
|--------------------------------|--|
| | "SCGMgmtIp"="2.2.2.2 |
| Displayed on the web interface | The connectivity between Control plane [{{ctrlBladelp}}] and Data plane [{{dataBladelp}}] is lost at {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This alarm is triggered due to transmission control protocol (TCP) connection loss or when control plane is unable to complete the configuration procedure successfully. |
| Recommended Actions | A manual intervention is required. Refer to Control and Data Plane Interface on page 231 event 1201. |

NOTE

Refer to [Control and Data Plane Interface](#) on page 231.

Cluster Alarms

Following are the alarms related to cluster:

- [New node failed to join](#) on page 89
- [Node removal failed](#) on page 89
- [Node out of service](#) on page 90
- [Cluster in maintenance state](#) on page 90
- [Cluster backup failed](#) on page 91
- [Cluster restore failed](#) on page 91
- [Cluster upgrade failed](#) on page 92
- [Cluster application stopped](#) on page 92
- [Node bond interface down](#) on page 93
- [Node physical interface down](#) on page 93
- [Cluster node rebooted](#) on page 94
- [Cluster node shut down](#) on page 94
- [Disk usage exceed threshold](#) on page 94
- [Cluster out of service](#) on page 95
- [Cluster upload AP firmware failed](#) on page 95
- [Cluster add AP firmware failed](#) on page 96
- [Unsync NTP time](#) on page 96
- [Cluster upload KSP file failed](#) on page 96
- [Configuration backup failed](#) on page 97
- [Configuration restore failed](#) on page 97
- [AP certificate updated](#) on page 97
- [Upgrade SS table failed](#) on page 98
- [Cluster redundancy sync configuration failed](#) on page 98
- [Cluster redundancy restoring configuration failed](#) on page 98
- [Not all APs rehome after timeout](#) on page 99

- [Over switch max capacity](#) on page 99

New node failed to join

TABLE 52 New node failed to join alarm

| Alarm | New node failed to join |
|--------------------------------|--|
| Alarm Type | newNodeJoinFailed |
| Alarm Code | 801 |
| Severity | Critical |
| Aggregation Policy | From the event code 803 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 802. |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | New node [{nodeMac}] ({nodeName}) failed to join cluster [{clusterName}] |
| Description | This alarm is triggered when a node fails to join a cluster session. The web interface displays the error message. |
| Recommended Actions | When the operation fails, the user can run the join process . If it continues to fail, please send the complete system log files (stored in the path - /opt/ ruckuswireless/controller/log/system for analysis to Ruckus support. Possible causes are: <ul style="list-style-type: none"> • The joining node is unable to complete the syncing of data in time. This could be due to the existing node performing compaction/repair etc. • The communication between the nodes may be broken. This could cause the operation to timeout such as IP address change or due to other events, which affects the network. Usually, it does not last for a long period of time. |

Node removal failed

TABLE 53 Node removal failed alarm

| Alarm | Node removal failed |
|--------------------------------|---|
| Alarm Type | removeNodeFailed |
| Alarm Code | 802 |
| Severity | Major |
| Aggregation Policy | From the event code 805 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 804. |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Node [{nodeName}] failed to remove from cluster [{clusterName}]. |
| Description | This alarm is triggered when it is unable to remove a node from the cluster. |
| Recommended Actions | In general, this alarm should rarely occur. If it occurs, restore to the previous backup file and please send the system log files (stored in the |

TABLE 53 Node removal failed alarm (continued)

| | |
|-------|--|
| Alarm | Node removal failed |
| | path - /opt/ ruckuswireless/controller/log/system for analysis to Ruckus support. |

Node out of service

TABLE 54 Node out of service alarm

| | |
|--------------------------------|---|
| Alarm | Node out of service |
| Alarm Type | nodeOutOfService |
| Alarm Code | 803 |
| Severity | Critical |
| Aggregation Policy | From the event code 806 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 835. |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Node [{nodeName}] in cluster [{clusterName}] is out of service. Reason: [{reason}]. |
| Description | This alarm is triggered when a node is out of service. |
| Recommended Actions | The operator/user needs to check the application/interface state. |

Cluster in maintenance state

TABLE 55 Cluster in maintenance state alarm

| | |
|--------------------------------|--|
| Alarm | Cluster in maintenance state |
| Alarm Type | clusterInMaintenanceState |
| Alarm Code | 804 |
| Severity | Critical |
| Aggregation Policy | From the event code 807 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 808. |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] is in maintenance state |
| Description | This alarm is triggered when a cluster is in a maintenance state. |
| Recommended Actions | <p>Possible causes:</p> <ul style="list-style-type: none"> The entire system backup is in process. In a two-node cluster, the remove-node process is working. <p>For any other cause, please send the complete system log files (stored in the path - /opt/ ruckuswireless/controller/log/system to Ruckus support for analysis.</p> |

Cluster backup failed

TABLE 56 Cluster backup failed alarm

| Alarm | Cluster backup failed |
|--------------------------------|---|
| Alarm Type | backupClusterFailed |
| Alarm Code | 805 |
| Severity | Major |
| Aggregation Policy | From the event code 810 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 809. |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] backup failed. Reason:[{reason}] |
| Description | This alarm is triggered when a cluster backup fails. |
| Recommended Actions | <p>Check the disk usage. Try restoring the communication between nodes for a few more times. If the backup continues to fail or if you encounter Python script errors, please collect the complete system log files (stored in the path - /opt/ ruckuswireless/controller/log/system to Ruckus support for analysis. Possible causes:</p> <ul style="list-style-type: none"> • Insufficient disk space. • Communication between nodes may be broken. • Errors due to the underlying Python script. |

Cluster restore failed

TABLE 57 Cluster restore failed alarm

| Alarm | Cluster restore failed |
|--------------------------------|---|
| Alarm Type | restoreClusterFailed |
| Alarm Code | 806 |
| Severity | Major |
| Aggregation Policy | From the event code 812 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 811. |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] restore failed. Reason:[{reason}] |
| Description | This alarm is triggered when a cluster restore fails. |
| Recommended Actions | <p>Try a few more times. If the backup restore continues failing, please send the log files (stored in the path - /opt/ ruckuswireless/controller/log/system to Ruckus support for analysis.</p> <p>The possible cause could be that the command for all nodes in the cluster failed. This could be due to a broken communication link between the nodes.</p> |

Cluster upgrade failed

TABLE 58 Cluster upgrade failed alarm

| Alarm | Cluster upgrade failed |
|--------------------------------|--|
| Alarm Type | upgradeClusterFailed |
| Alarm Code | 807 |
| Severity | Major |
| Aggregation Policy | From the event code 815 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 814. |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", "fromVersion"="x.x", "toVersion"="x.x" |
| Displayed on the web interface | Cluster [{clusterName}] could not be upgraded from [{fromVersion}] to [{toVersion}]. Reason:[{reason}]. |
| Description | This alarm is triggered when a version upgrade of a cluster fails. |
| Recommended Actions | Check the disk usage. Try restoring the communication between nodes for a few more times. If the backup continues to fail or if you encounter Python script errors, please collect and send the complete system log files (stored in the path - /opt/ ruckuswireless/controller/log/system to Ruckus support for analysis. Possible causes: <ul style="list-style-type: none"> • Insufficient disk space • Communication between nodes might be broken. • Errors due to the underlying Python script. |

Cluster application stopped

TABLE 59 Cluster application stopped alarm

| Alarm | Cluster application stopped |
|--------------------------------|---|
| Alarm Type | clusterAppStop |
| Alarm Code | 808 |
| Severity | Critical |
| Aggregation Policy | From the event code 816 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 817. |
| Attribute | "appName"="xxxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Application [{appName}] on node [{nodeName}] stopped |
| Description | This alarm is triggered when the application on a node stops. |
| Recommended Actions | This could happen to any application for various reasons. Please collect and send the system log files of the stopped application (stored in the path - /opt/ ruckuswireless/controller/log/system to the application owner for analysis. |

Node bond interface down

TABLE 60 Node bond interface down alarm

| Alarm | Node bond interface down |
|--------------------------------|---|
| Alarm Type | nodeBondInterfaceDown |
| Alarm Code | 809 |
| Severity | Major |
| Aggregation Policy | From the event code 821 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 822. |
| Attribute | "nodeName"="xxx", "nodeMac"="xxx", "ifName"="xxxx" |
| Displayed on the web interface | Network interface [{networkInterface} {ifName}] on node [{nodeName}] is down. |
| Description | This alarm is triggered when the network interface of a node is down. |
| Recommended Actions | Check if the network cables of both the physical interfaces are broken. Alternatively, check if the physical interfaces for this bond interface are broken. Please send the log files stored in the path - /opt/ ruckuswireless/controller/log/system to Ruckus support for analysis. |

Node physical interface down

TABLE 61 Node physical interface down alarm

| Alarm | Node physical interface down |
|--------------------------------|---|
| Alarm Type | nodePhyInterfaceDown |
| Alarm Code | 810 |
| Severity | Critical |
| Aggregation Policy | From the event code 824 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 825. |
| Attribute | "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", "ifName"="xxxx" |
| Displayed on the web interface | Physical network interface [{networkInterface} {ifName}] on node [{nodeName}] is down. |
| Description | This alarm is triggered when the physical interface of a node is down. |
| Recommended Actions | Check if the network cables of both the physical interfaces are broken. Alternatively, check if the physical interfaces for this bond interface are broken. Please send the log files stored in the path - /opt/ ruckuswireless/controller/log/system to Ruckus support for analysis. |

Cluster node rebooted

TABLE 62 Cluster node rebooted alarm

| Alarm | Cluster node rebooted |
|--------------------------------|---|
| Alarm Type | nodeRebooted |
| Alarm Code | 811 |
| Severity | Major |
| Aggregation Policy | From the event code 826 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeName"="xxx", "nodeMac"="xxx" |
| Displayed on the web interface | Node [{nodeName}] in cluster [{clusterName}] rebooted |
| Description | This alarm is triggered when the node is rebooted. |
| Recommended Actions | Usually, this occurs due to user actions like manual reboot of a node, upgrade or restoration of a cluster. Please send the log files stored in the path - /opt/ ruckuswireless/controller/log/system to Ruckus support for analysis. |

Cluster node shut down

TABLE 63 Cluster node shut down alarm

| Alarm | Cluster node shut down |
|--------------------------------|---|
| Alarm Type | nodeShutdown |
| Alarm Code | 813 |
| Severity | Major |
| Aggregation Policy | From the event code 828 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 826. |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx " |
| Displayed on the web interface | Node [{nodeName}] has been shut down |
| Description | This alarm is triggered when the node shutdowns. |
| Recommended Actions | This usually occurs due to a user action. Please send the log files stored in the path - /opt/ ruckuswireless/controller/log/system to Ruckus support for analysis. |

Disk usage exceed threshold

TABLE 64 Disk usage exceed threshold alarm

| Alarm | Disk usage exceed threshold |
|--------------------|---|
| Alarm Type | diskUsageExceed |
| Alarm Code | 834 |
| Severity | Critical |
| Aggregation Policy | From the event code 838 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeName"="xx", "status"="xx" |

TABLE 64 Disk usage exceed threshold alarm (continued)

| Alarm | Disk usage exceed threshold |
|--------------------------------|---|
| Displayed on the web interface | The disk usage of node [{nodeName}] is over {status}%. |
| Description | This alarm is triggered when the disk usage has reached the threshold limit. The disk usage percentage can be configured from 60% to 90%. |
| Recommended Actions | It is recommended that the user moves the backup files to the FTP server and deletes the moved backup files. |

Cluster out of service

TABLE 65 Cluster out of service alarm

| Alarm | Cluster out of service |
|--------------------------------|---|
| Alarm Type | clusterOutOfService |
| Alarm Code | 843 |
| Severity | Critical |
| Aggregation Policy | From the event code 843 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 808. |
| Attribute | "clusterName"="xx" |
| Displayed on the web interface | Cluster [{clusterName}] is out of service. |
| Description | This alarm is triggered when the cluster service fails. |
| Recommended Actions | It is recommended that the operator or user checks the out of service node to locate the reason. |

Cluster upload AP firmware failed

TABLE 66 Cluster upload AP firmware failed alarm

| Alarm | Cluster upload AP firmware failed |
|--------------------------------|---|
| Alarm Type | clusterUploadAPFirmwareFailed |
| Alarm Code | 850 |
| Severity | Major |
| Aggregation Policy | From the event code 850 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 849 |
| Attribute | "clusterName"="xx" |
| Displayed on the web interface | Cluster [{clusterName}] upload AP firmware failed. |
| Description | This alarm is triggered when the cluster upload to AP firmware fails. |
| Recommended Actions | It is recommended that the operator uploads the AP patch. |

Cluster add AP firmware failed

TABLE 67 Cluster add AP firmware failed alarm

| Alarm | Cluster add AP firmware failed |
|--------------------------------|---|
| Alarm Type | clusterAddAPFirmwareFailed |
| Alarm Code | 853 |
| Severity | Major |
| Aggregation Policy | From the event code 853 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 852 |
| Attribute | "clusterName"="xx" |
| Displayed on the web interface | Cluster [{clusterName}] add AP firmware failed. |
| Description | This alarm is triggered when the cluster upload to AP firmware fails. |
| Recommended Actions | It is recommended that the operator applies the AP patch. |

Unsync NTP time

TABLE 68 Unsync NTP time alarm

| Alarm | Unsync NTP time |
|--------------------------------|--|
| Alarm Type | unsyncNTPTime |
| Alarm Code | 855 |
| Severity | Major |
| Aggregation Policy | From the event code 855 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeName"="xx", "reason"="xx", "status"="xx" |
| Displayed on the web interface | Node [{nodeName}] time is not synchronized because of [{reason}]. The time difference is [{status}] seconds. |
| Description | This alarm is triggered when the cluster time is not synchronized. |

Cluster upload KSP file failed

TABLE 69 Cluster upload KSP file failed alarm

| Alarm | Cluster upload KSP file failed |
|--------------------------------|---|
| Alarm Type | clusterUploadKspFileFailed |
| Alarm Code | 858 |
| Severity | Major |
| Aggregation Policy | From the event code 858 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 857 |
| Attribute | "clusterName"="xx" |
| Displayed on the web interface | Cluster [{clusterName}] upload KSP file failed. |
| Description | This alarm is triggered when the cluster time is not synchronized. |

Configuration backup failed

TABLE 70 Configuration backup failed alarm

| Alarm | Configuration backup failed |
|--------------------------------|---|
| Alarm Type | clusterCfgBackupFailed |
| Alarm Code | 862 |
| Severity | Major |
| Aggregation Policy | From the event code 862 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 861. |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] configuration backup failed. |
| Description | This alarm is triggered when the configuration backup fails. |
| Recommended Actions | Download the web log file from the controller web interface to check for errors. |

Configuration restore failed

TABLE 71 Configuration restore failed alarm

| Alarm | Configuration restore failed |
|--------------------------------|---|
| Alarm Type | clusterCfgRestoreFailed |
| Alarm Code | 864 |
| Severity | Major |
| Aggregation Policy | From the event code 864 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 863. |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] configuration restore failed. |
| Description | This alarm is triggered when the cluster restoration fails. |
| Recommended Actions | Download the web log file from the web interface to check for errors. |

AP certificate updated

TABLE 72 AP certificate updated alarm

| Alarm | AP certificate updated |
|--------------------|---|
| Alarm Type | apCertificateExpire |
| Alarm Code | 865 |
| Severity | Major |
| Aggregation Policy | From the event code 865 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 866. |
| Attribute | "count"="XXX" |

TABLE 72 AP certificate updated alarm (continued)

| | |
|--------------------------------|--|
| Alarm | AP certificate updated |
| Displayed on the web interface | [[count]] APs need to update their certificates. |
| Description | This alarm is triggered when the AP certificate expires. |
| Recommended Actions | Certificates on some APs need to be refreshed. On the web interface navigate to Administration > AP Certificate replacement page to verify and follow the certificate refresh process. |

Upgrade SS table failed

TABLE 73 Upgrade SS table failed alarm

| | |
|--------------------------------|---|
| Alarm | Upgrade SS table failed |
| Alarm Type | upgradeSSTableFailed |
| Alarm Code | 868 |
| Severity | Major |
| Aggregation Policy | From the event code 866 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeName"="xxx" |
| Displayed on the web interface | Node [[nodeName]] upgrade SSTable failed. |
| Description | This alarm is triggered when the SS table upgrade fails. |

Cluster redundancy sync configuration failed

TABLE 74 Cluster redundancy sync configuration failed alarm

| | |
|--------------------------------|---|
| Alarm | Cluster redundancy sync configuration failed |
| Alarm Type | clusterRedundancySyncCfgFailed |
| Alarm Code | 874 |
| Severity | Major |
| Aggregation Policy | From the event code 874 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeName"="xxx" |
| Displayed on the web interface | Cluster [[clusterName]] sync configuration failed. |
| Description | This alarm is triggered when the cluster redundancy synchronization fails. |

Cluster redundancy restoring configuration failed

TABLE 75 Cluster redundancy restoring configuration failed alarm

| | |
|------------|---|
| Alarm | Cluster redundancy restoring configuration failed |
| Alarm Type | clusterRedundantRestoreCfgFailed |
| Alarm Code | 877 |
| Severity | Major |

TABLE 75 Cluster redundancy restoring configuration failed alarm (continued)

| Alarm | Cluster redundancy restoring configuration failed |
|--------------------------------|---|
| Aggregation Policy | From the event code 868 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeName"="xxx" |
| Displayed on the web interface | Standby cluster [{clusterName}] restore a configuration failed. |
| Description | This alarm is triggered when the standby cluster restoration fails. |

Not all APs rehome after timeout

TABLE 76 Not all APs rehome after timeout alarm

| Alarm | Not all APs rehome after timeout |
|--------------------------------|---|
| Alarm Type | clusterRedundancyApRehomeIncomplete |
| Alarm Code | 881 |
| Severity | Major |
| Aggregation Policy | From the event code 881 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "count"="xxx" |
| Displayed on the web interface | Standby cluster still has [{count}] AP connected. |
| Description | This alarm is triggered when the AP is still connected to the standby cluster. |

NOTE

Refer to [Cluster Events](#) on page 252.

Over switch max capacity

TABLE 77 Over switch max capacity alarm

| Alarm | Over switch max capacity |
|--------------------------------|--|
| Alarm Type | OverSwitchMaxCapacity |
| Alarm Code | 21001 |
| Severity | Critical |
| Aggregation Policy | From the event code 21001, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | |
| Displayed on the web interface | The volume of switches is over system capacity. |
| Description | This alarm is triggered when the volume of switches is over system capacity. |

Configuration Alarms

Following are the alarms related to configuration.

- [Zone configuration preparation failed](#) on page 100

Alarm Types

Configuration Alarms

- [AP configuration generation failed](#) on page 100
- [End-of-life AP model detected](#) on page 100
- [VLAN configuration mismatch on non DHCP/NAT WLAN](#) on page 101
- [VLAN configuration mismatch on DHCP/NAT WLAN](#) on page 101

Zone configuration preparation failed

TABLE 78 Zone configuration preparation failed alarm

| Alarm | Zone configuration preparation failed |
|--------------------------------|---|
| Alarm Type | zoneCfgPrepareFailed |
| Alarm Code | 1021 |
| Severity | Major |
| Aggregation Policy | From the event code 1021 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeMac"="50:A7:33:24:E7:90","zoneName"="openZone" |
| Displayed on the web interface | Failed to prepare zone [{zoneName}] configuration required by ap configuration generation |
| Description | This alarm is triggered when the controller is unable to prepare a zone configuration required by the AP. |
| Recommended Actions | APs under these zone stay functional but are unable to receive new settings. Contact Ruckus support to file an error bug along with the log file. |

AP configuration generation failed

TABLE 79 AP configuration generation failed alarm

| Alarm | AP configuration generation failed |
|--------------------------------|---|
| Alarm Type | apCfgGenFailed |
| Alarm Code | 1022 |
| Severity | Major |
| Aggregation Policy | From the event code 1022 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeMac"="50:A7:33:24:E7:90","zoneName"="openZone", "apCfgGenFailedCount"="25" |
| Displayed on the web interface | Failed to generate configuration for [{apCfgGenFailedCount}] AP(s) under zone[{zoneName}] |
| Description | This alarm is triggered when the controller fails to generate the AP configuration under a particular zone. |
| Recommended Actions | APs under these zone stay functional but are unable to receive the new settings. Contact Ruckus support to file an error bug along with the log file. |

End-of-life AP model detected

TABLE 80 End-of-life AP model detected alarm

| Alarm | End-of-life AP model detected |
|------------|-------------------------------|
| Alarm Type | cfgGenSkippedDueToEolAp |

TABLE 80 End-of-life AP model detected alarm (continued)

| | |
|--------------------------------|---|
| Alarm | End-of-life AP model detected |
| Alarm Code | 1023 |
| Severity | Major |
| Aggregation Policy | From the event code 1023 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeMac"="50:A7:33:24:E7:90", "zoneName"="openZone", "model"="R300,T300" |
| Displayed on the web interface | Detected usage of end-of-life ap model(s)[{model}] while generating configuration for AP(s) under zone[{zoneName}] |
| Description | This alarm is triggered when the controller detects the AP model's end-of-life under a certain zone. |
| Recommended Actions | These obsoleted APs occupies licensed AP space. Disconnect these unsupported AP models from the given zone by: <ul style="list-style-type: none"> Reset the APs to a factory setting using the AP command line Delete these APs through the controller Web Interface > Configuration AP List |

NOTE

Refer to [Configuration Events](#) on page 274.

VLAN configuration mismatch on non DHCP/NAT WLAN

TABLE 81 VLAN configuration mismatch on non DHCP/NAT WLAN alarm

| | |
|--------------------------------|--|
| Alarm | VLAN configuration mismatch detected between configured and resolved VLAN with DVLAN/VLAN pooling configuration on non-DHCP/NAT WLAN |
| Alarm Type | apCfgNonDhcpNatWlanVlanConfigMismatch |
| Alarm Code | 1024 |
| Severity | Critical |
| Aggregation Policy | From the event code 1023 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ssid"="xxxx", "wlanID"="xxxx", "configuredVlan"="5" |
| Displayed on the web interface | DHCP/NAT gateway AP [{apMac}] detected VLAN configuration mismatch on non-DHCP/NAT WLAN [{ssid}]. Configured VLAN is [{configuredVlan}] and resolved VLAN is [{vlanId}]. Clients may not be able to get IP or access Internet. |
| Description | This alarm is triggered when the AP detects a non DHCP/NAT WLAN. VLAN configuration mismatches with DVLAN/VLAN pooling configuration on gateway AP. |

VLAN configuration mismatch on DHCP/NAT WLAN

TABLE 82 VLAN configuration mismatch on DHCP/NAT WLAN alarm

| | |
|------------|--|
| Alarm | VLAN configuration mismatch detected between configured and resolved VLAN with DVLAN/VLAN pooling configuration on DHCP/NAT WLAN |
| Alarm Type | apCfgDhcpNatWlanVlanConfigMismatch |
| Alarm Code | 1025 |
| Severity | Critical |

TABLE 82 VLAN configuration mismatch on DHCP/NAT WLAN alarm (continued)

| | |
|--------------------------------|--|
| Alarm | VLAN configuration mismatch detected between configured and resolved VLAN with DVLAN/VLAN pooling configuration on DHCP/NAT WLAN |
| Aggregation Policy | From the event code 1023 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ssid"="xxxx", "wlanID"="xxxx", "configuredVlan"="5", "vlanId"="11", "apMac"=""xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | DHCP/NAT gateway AP [{{apMac}}] detected VLAN configuration mismatch on DHCP/NAT WLAN [{{ssid}}]. Configured VLAN is [{{configuredVlan}}] and resolved VLAN is [{{vlanId}}]. Clients may not be able to get IP or access Internet. |
| Description | This alarm is triggered when the AP detects a DHCP/NAT WLAN. VLAN configuration mismatches with DVLAN/VLAN pooling configuration on gateway AP. |

NOTE

Refer to [Configuration Events](#) on page 274.

Data Plane Alarms

NOTE

Alarms 510, 516, 517 and 519 are not applicable for vSZ-H.

Following are the alarms related to data plane.

- [Data plane configuration update failed](#) on page 102
- [Data plane disconnected](#) on page 103
- [Data plane physical interface down](#) on page 103
- [Data plane rebooted](#) on page 104
- [Data plane packet pool is under low water mark](#) on page 104
- [Data plane packet pool is under critical low water mark](#) on page 104
- [Data plane core dead](#) on page 105
- [Data plane process restarted](#) on page 105
- [Data plane license is not enough](#) on page 106
- [Data plane upgrade failed](#) on page 106
- [Data plane of data center side fails to connect to the CALEA server](#) on page 107
- [Data plane fails to connects to the other data plane](#) on page 107
- [Data plane DHCP IP pool usage rate is 100 percent](#) on page 108

Data plane configuration update failed

TABLE 83 Data plane configuration update failed alarm

| | |
|------------|--|
| Alarm | Data plane configuration update failed |
| Alarm Type | dpConfUpdateFailed |
| Alarm Code | 501 |
| Severity | Major |

TABLE 83 Data plane configuration update failed alarm (continued)

| Alarm | Data plane configuration update failed |
|--------------------------------|---|
| Aggregation Policy | From the event code 505 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 504 |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "configID"=" 123456781234567" |
| Displayed on the web interface | Data plane [{dpName dpKey}] failed to update to configuration [{configID}]. |
| Description | This alarm is triggered when the data plane configuration update fails since it was unable to transfer the configuration update from the control plane to the data plane. |
| Recommended Actions | Check the data plane configuration and the CPU utilization of the control plane. The possible cause could be of the server being busy at that particular moment. Check to see if the event is persistent. |

Data plane disconnected

TABLE 84 Data plane disconnected alarm

| Alarm | Data plane disconnected |
|--------------------------------|---|
| Alarm Type | dpDisconnected |
| Alarm Code | 503 |
| Severity | Critical |
| Aggregation Policy | From the event code 513 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 512. |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName dpKey}] disconnected from {produce.short.name} [{cpName wsgIP}] |
| Description | This alarm is triggered when the data plane gets disconnected from the controller since it fails to update its status to the control plane. |
| Recommended Actions | Check if the communicator is still alive and if the cluster interface is working. |

Data plane physical interface down

TABLE 85 Data plane physical interface down alarm

| Alarm | Data plane physical interface down |
|--------------------------------|---|
| Alarm Type | dpPhyInterfaceDown |
| Alarm Code | 504 |
| Severity | Critical |
| Aggregation Policy | From the event code 514 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 515. |
| Attribute | "portID"="xx", "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Network link of port [{portID}] on data plane [{dpName dpKey}] is down |

TABLE 85 Data plane physical interface down alarm (continued)

| | |
|---------------------|---|
| Alarm | Data plane physical interface down |
| Description | This alarm is triggered when the physical interface link of the data plane is down due to the fiber cable connection. |
| Recommended Actions | Check if the fiber cable between the data plane and the switch is firmly connected. |

Data plane rebooted

TABLE 86 Data plane rebooted alarm

| | |
|--------------------------------|---|
| Alarm | Data plane rebooted |
| Alarm Type | dpReboot |
| Alarm Code | 510 |
| Severity | Minor |
| Aggregation Policy | From the event code 506 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Data plane [{dpName dpKey}] rebooted |
| Description | This alarm is triggered when the data plane is rebooted. |
| Recommended Actions | No action is required. |

Data plane packet pool is under low water mark

TABLE 87 Data plane packet pool is under low water mark alarm

| | |
|--------------------------------|---|
| Alarm | Data plane packet pool is under low water mark |
| Alarm Type | dpPktPoolLow |
| Alarm Code | 516 |
| Severity | Major |
| Aggregation Policy | From the event code 516 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 518. |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "id"="x" |
| Displayed on the web interface | Pool [{id}] on data plane [{dpName dpKey}] is under low-water mark. |
| Description | This alarm is triggered when the data core packet pool is below the water mark level. |
| Recommended Actions | The operator needs to check for network looping. |

Data plane packet pool is under critical low water mark

TABLE 88 Data plane's packet pool is under critical low water mark alarm

| | |
|------------|---|
| Alarm | Data plane packet pool is under critical low water mark |
| Alarm Type | dpPktPoolCriticalLow |
| Alarm Code | 517 |

TABLE 88 Data plane's packet pool is under critical low water mark alarm (continued)

| Alarm | Data plane packet pool is under critical low water mark |
|--------------------------------|---|
| Severity | Critical |
| Aggregation Policy | From the event code 517 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | dpKey="xx:xx:xx:xx:xx:xx", "id"="x" |
| Displayed on the web interface | Pool [{id}] on data plane [{dpName dpKey}] is under critical low-water mark. |
| Description | This alarm is triggered when the data core packet pool reaches the critical water mark level. |
| Recommended Actions | The operator needs to check for network looping. |

Data plane core dead

TABLE 89 Data plane core dead alarm

| Alarm | Data plane core dead |
|--------------------------------|---|
| Alarm Type | dpCoreDead |
| Alarm Code | 519 |
| Severity | Critical |
| Aggregation Policy | From the event code 519 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | dpKey="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data plane [{dpName dpKey}] has dead data core. |
| Description | This alarm is triggered when one or multiple data core packet pool is lost / dead. |
| Recommended Actions | No action required. |

Data plane process restarted

TABLE 90 Data plane process restarted alarm

| Alarm | Data plane process restarted |
|--------------------------------|---|
| Alarm Type | dpProcessRestart |
| Alarm Code | 520 |
| Severity | Major |
| Aggregation Policy | From the event code 520 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | dpKey="xx:xx:xx:xx:xx:xx", processName="xxxx" |
| Displayed on the web interface | [{processName}] process got re-started on data plane [{dpName&&dpKey}] |
| Description | This alarm is triggered when any process on data plane crashes and restarts. |
| Recommended Actions | No action required. |

Data plane license is not enough

NOTE

Alarm 538 is applicable only for vSZ-H.

TABLE 91 Data plane license is not enough alarm

| Alarm | Data plane license is not enough |
|--------------------------------|---|
| Alarm Type | dpLicenseInsufficient |
| Alarm Code | 538 |
| Severity | Major |
| Aggregation Policy | From the event code 538 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "count"=<delete-vdp-count> |
| Displayed on the web interface | DP license is not enough, [{count}] instance of DP will be deleted. |
| Description | This alarm is triggered when the number of data plane licenses are insufficient. |
| Recommended Actions | Check if the number of data plane licenses has exceeded the limit. You would need to purchase additional licenses, in case of insufficient licenses and synchronize the licenses. |

Data plane upgrade failed

NOTE

Alarm 553 is applicable only for vSZ-H

TABLE 92 Data plane upgrade failed alarm

| Alarm | Data plane upgrade failed |
|--------------------------------|--|
| Alarm Type | dpLicenseInsufficient |
| Alarm Code | 553 |
| Severity | Major |
| Aggregation Policy | From the event code 553 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data plane [{dpName&&dpKey}] failed to upgrade. |
| Description | This alarm is triggered when the data plane upgrade fails. |
| Recommended Actions | <p>There are several possible reasons to trigger alarm 553. The operator has to ensure the accuracy of network connectivity and version availability. For advanced process, check the debug log for reason of upgrade failure. Debug file includes the upgrade log file. The operator can get the debug log from vSZ web interface or through vSZ-D CLI.</p> <p>The operator can use the following vSZ-D CLI commands to:</p> <ul style="list-style-type: none"> View the previous upgrade status and reason in case of a failure - ruckus# show upgrade-state / ruckus# show upgrade-history Save the debug file for viewing - ruckus (debug) # save-log Check the connection status between vSZ and vSZ-D - ruckus# show status |

TABLE 92 Data plane upgrade failed alarm (continued)

| Alarm | Data plane upgrade failed |
|-------|--|
| | <ul style="list-style-type: none"> Check the current vSZ-D software version - <code>ruckus # show version</code> <p>NOTE Refer to the vSZ-D CLI Reference Guide for details on the CLI commands mentioned above.</p> |

Data plane of data center side fails to connect to the CALEA server

TABLE 93 Data plane of data center side fails to connect to the CALEA server alarm

| Alarm | Data plane of data center side fails to connect to the CALEA server |
|--------------------------------|--|
| Alarm Type | dpDcToCaleaConnectFail |
| Alarm Code | 1258 |
| Severity | Major |
| Aggregation Policy | From the event code 1258 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "caleaServerIP"="xxx.xxx.xxx.xxx", "dpIP"="xx.xx.xx.xx", "reason"="xxxxxx" |
| Displayed on the web interface | Data Plane of Data Center side[{{dpName&&dpKey}}] fails to connects to the CALEA server[{{caleaServerIP}}] |
| Description | This alarm is triggered when the data plane fails to connect to the CALEA server. |
| Recommended Actions | Check the connectivity between data plane and CALEA server. |

Data plane fails to connects to the other data plane

TABLE 94 Data plane fails to connects to the other data plane alarm

| Alarm | Data plane fails to connects to the other data plane |
|--------------------------------|--|
| Alarm Type | dpP2PTunnelConnectFail |
| Alarm Code | 1261 |
| Severity | Major |
| Aggregation Policy | From the event code 1261 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "dpIP"="xx.xx.xx.xx", "targetDpKey"="xx:xx:xx:xx:xx:xx", "targetDpIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data Plane[{{dpName&&dpKey}}] fails connects to the other Data Plane[{{targetDpKey&&targetDpIP}}] |
| Description | This alarm is triggered when the data plane fails to connect to another data plane. |
| Recommended Actions | Check the connectivity between data planes. |

Data plane DHCP IP pool usage rate is 100 percent

TABLE 95 Data plane DHCP IP pool usage rate is 100 percent alarm

| | |
|--------------------------------|--|
| Alarm | Data plane DHCP IP pool usage rate is 100 percent |
| Alarm Type | dpDhcpIpPoolUsageRate100 |
| Alarm Code | 1265 |
| Severity | Critical |
| Aggregation Policy | From the event code 1265 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data Plane[{dpName&&dpKey}] DHCP IP Pool usage rate is 100 percent |
| Description | This alarm is triggered when the data plane DHCP pool usage rate reaches 100% |
| Recommended Actions | Increase the size of the DHCP IP address pool, or reduce the number of stations requiring addresses. |

NOTE

Refer to [Data Plane Events](#) on page 286.

Gn/S2a Interface Alarms

NOTE

This section is not applicable for vSZ-H.

Following are the alarms related to Gn/S2a interface.

- [GGSN restarted](#) on page 109
- [GGSN not reachable](#) on page 109
- [GGSN not resolved](#) on page 109
- [PDNGW could not be resolved](#) on page 110
- [PDNGW version not supported](#) on page 110
- [Associated PDNGW down](#) on page 111
- [Create session response failed](#) on page 111
- [Decode failed](#) on page 112
- [Modify bearer response failed](#) on page 112
- [Delete session response failed](#) on page 112
- [Delete bearer request failed](#) on page 113
- [Update bearer request failed](#) on page 113
- [CGF server not configured](#) on page 114

GGSN restarted

TABLE 96 GGSN restarted alarms

| Alarm | GGSN restarted |
|--------------------------------|--|
| Alarm Type | ggsnRestarted |
| Alarm Code | 1210 |
| Severity | Major |
| Aggregation Policy | From the event code 1210 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvnold"="12", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="sm", "realm"="NA", "gtpclp"="5.5.5.5", "ggsnlp"="10.10.10.10", "SCGMgmtIp"="2.2.2.2", |
| Displayed on the web interface | GGSN [{{ggsnlp}}] connected to {produce.short.name} [{{SCGMgmtIp}}] (GTPC-IP [{{gtpclp}}]) is restarted. |
| Description | This alarm is triggered when the GTP control plane (GTP-C) receives a new recovery value. |
| Recommended Actions | Refer to the log file for Gateway GPRS Support Node (GGSN) restart. |

GGSN not reachable

TABLE 97 GGSN not reachable alarms

| Alarm | GGSN not reachable |
|--------------------------------|---|
| Alarm Type | ggsnNotReachable |
| Alarm Code | 1211 |
| Severity | Major |
| Aggregation Policy | From the event code 1211 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvnold"="12", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="sm", "realm"="NA", "gtpclp"="5.5.5.5", "ggsnlp"="10.10.10.10", "SCGMgmtIp"="2.2.2.2", |
| Displayed on the web interface | GGSN [{{ggsnlp}}] connected to {produce.short.name} (GTPC-IP [{{gtpclp}}]) is not reachable |
| Description | This alarm is triggered when the echo request is timed out. |
| Recommended Actions | Refer to the log file. |

GGSN not resolved

TABLE 98 GGSN not resolved alarm

| Alarm | GGSN not resolved |
|------------|-------------------|
| Alarm Type | ggsnNotResolved |
| Alarm Code | 1215 |
| Severity | Major |

TABLE 98 GGSN not resolved alarm (continued)

| Alarm | GGSN not resolved |
|--------------------------------|---|
| Aggregation Policy | From the event code 1215 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvnold"="12", "wlanId"="1", "zoneId"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="wlan.3gppnetwork.org", "gtplp"="5.5.5.5", "apn"="ruckuswireless.com", "SCGMgmtIp"="2.2.2.2", "ueMacAddr"="aa:bb:cc:gg:hh:ii", "uelmsi"="12345", "ueMsisdn"="98787", |
| Displayed on the web interface | Failed to resolve GGSN from APN [{apn}] for UE with IMSI [{uelmsi}] and MSISDN [{ueMsisdn}] |
| Description | This alarm is triggered when the access point name (APN) fails at GGSN. |
| Recommended Actions | Manual intervention is required. Correct the DNS configuration in the controller web interface. |

PDNGW could not be resolved

TABLE 99 PDNGW could not be resolved alarm

| Alarm | PDNGW could not be resolved |
|--------------------------------|--|
| Alarm Type | pdnGwNotResolved |
| Alarm Code | 1950 |
| Severity | Critical |
| Aggregation Policy | From the event code 1950 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | mvnold"=12 "wlanId"=1 "zoneId"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", srcProcess"="aut" "realm"= "wlan.mnc080.mcc405.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345" "ueMsisdn"="98787" "APN"="ruckus.com" |
| Displayed on the web interface | [{srcProcess}] APN [{apn}] could not be resolved on {produce.short.name} [{SCGMgmtIp}], with username [{uelmsi}@{realm}] |
| Description | This alarm is triggered when the APN is unable to resolve to PDN Gateway (PDN GW). |
| Recommended Actions | Modify the DNS server configuration in the controller web interface. |

PDNGW version not supported

TABLE 100 PDNGW version not supported alarm

| Alarm | PDNGW version not supported |
|--------------------|---|
| Alarm Type | pdnGwVersionNotSupportedMsgReceived |
| Alarm Code | 1952 |
| Severity | Major |
| Aggregation Policy | From the event code 1952 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="sm_process" "realm"= "NA" "gtplp"="5.5.5.5" "pgwlp"="1.1.1.1" "SCGMgmtIp"="2.2.2.2" |

TABLE 100 PDNGW version not supported alarm (continued)

| Alarm | PDNGW version not supported |
|--------------------------------|--|
| Displayed on the web interface | {{srcProcess}} Version not supported message received from PDN GW with IP {{pgwlp}} on {produce.short.name} {{SCGMgmtIp}}. |
| Description | This alarm is triggered when the version is not supported for messages received from PDN GW. |
| Recommended Actions | Verify and correct the GPRS tunneling protocol (GTP) version supported in the PGW is GTPv1 and GTPv2. |

Associated PDNGW down

TABLE 101 Associated PDNGW down alarm

| Alarm | Associated PDNGW down |
|--------------------------------|---|
| Alarm Type | pdnGwAssociationDown |
| Alarm Code | 1953 |
| Severity | Critical |
| Aggregation Policy | From the event code 1953 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="sm_process" "realm"="NA" "gtpclp"="5.5.5.5" "pgwlp"="1.1.1.1" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | {{srcProcess}} Association with PDN GW with IP {{pgwlp}} from {produce.short.name} {{SCGMgmtIp}} down |
| Description | This alarm is triggered when the association with PDN GW is down due to echo request time out or it fails to send messages to PDN GW. |
| Recommended Actions | Check the interface from the controller to PDN GW in the web interface to ensure it is reachable. |

Create session response failed

TABLE 102 Create session response failed alarm

| Alarm | Create session response failed |
|--------------------------------|--|
| Alarm Type | createSessionResponseFailed |
| Alarm Code | 1954 |
| Severity | Major |
| Aggregation Policy | From the event code 1954 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvnold"="12" "wlanId"="1" "zoneld"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.mnc080.mcc405.3gppnetwork.org" "gtpclp"="5.5.5.5" "pgwlp"="1.1.1.1" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345" "ueMsisdn"="98787" "apn"="ruckus.com" "cause"="<reason for failure>" |
| Displayed on the web interface | {{srcProcess}} Create Session response from PDN GW with IP {{pgwlp}} on {produce.short.name} {{SCGMgmtIp}} failed, for UE with username {{uelmsi}}@{realm} because {{cause}} |
| Description | This alarm is triggered when create session response from PDN GW fails as per the specified cause. |
| Recommended Actions | Download the SM log to check the cause of the error. |

Decode failed

TABLE 103 Decode failed alarm

| Alarm | Decode failed |
|--------------------------------|---|
| Alarm Type | decodeFailed |
| Alarm Code | 1955 |
| Severity | Major |
| Aggregation Policy | From the event code 1955 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="sm_proces" "realm"="NA" "gtpclp"="5.5.5.5" "pgwlp"="1.1.1.1" "SCGMgmtlp"="2.2.2.2" |
| Displayed on the web interface | [[srcProcess]] Decode of message received from PDN GW with IP [[pgwlp]] on {produce.short.name} [[SCGMgmtlp]] failed. |
| Description | This alarm is triggered when decoding of messages received from PDN GW fails. |
| Recommended Actions | Download the SM log to check the cause of the error. |

Modify bearer response failed

TABLE 104 Modify bearer response failed alarm

| Alarm | Modify bearer response failed |
|--------------------------------|--|
| Alarm Type | modifyBearerResponseFailed |
| Alarm Code | 1956 |
| Severity | Major |
| Aggregation Policy | From the event code 1956 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mvsold"="12" "wlanId"="1" "zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.mnc080.mcc405.3gppnetwork.org" "gtpclp"="5.5.5.5" "pgwlp"="1.1.1.1" "SCGMgmtlp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345" "ueMsisdn"="98787" "apn"="ruckus.com" "cause"="<reason for failure>" |
| Displayed on the web interface | [[srcProcess]] Modify Bearer Response from PDN GW with IP [[pgwlp]] on {produce.short.name} [[SCGMgmtlp]] failed, for UE with username [[uelmsi]]@{realm} because [[cause]] |
| Description | This alarm is reported when the modify bearer response from PDN GW fails as per the specified cause. |
| Recommended Actions | Download the SM log to check the cause of the error. |

Delete session response failed

TABLE 105 Delete session response failed alarm

| Alarm | Delete session response failed |
|--------------------|--|
| Alarm Type | deleteSessionResponseFailed |
| Alarm Code | 1957 |
| Severity | Major |
| Aggregation Policy | From the event code 1957 an alarm is raised for every event. A single event triggers a single alarm. |

TABLE 105 Delete session response failed alarm (continued)

| Alarm | Delete session response failed |
|--------------------------------|---|
| Attribute | "mvnold"="12" "wlanid"="1" "zoneld"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.mnc080.mcc405.3gppnetwork.org" "gtpclp"="5.5.5.5" "pgwlp"="1.1.1.1" "SCGMgmtlp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345" "ueMsidn"="98787" "apn"="ruckus.com" "cause"="<reason for failure>" |
| Displayed on the web interface | [[srcProcess]] Delete Session response from PDN GW with IP [[pgwlp]] on {produce.short.name} [[SCGMgmtlp]] failed, for UE with username {{uelmsi}@{realm}} because {{cause}} |
| Description | Delete session response from PDN GW fails due to the specified cause. |
| Recommended Actions | Download the SM log to check the cause of the error. |

Delete bearer request failed

TABLE 106 Delete bearer request failed alarm

| Alarm | Delete bearer request failed |
|--------------------------------|--|
| Alarm Type | deleteBearerRequestFailed |
| Alarm Code | 1958 |
| Severity | Major |
| Aggregation Policy | From the event code 1958 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="NA" "gtpclp"="5.5.5.5" "pgwlp"="1.1.1.1" "SCGMgmtlp"="2.2.2.2" "cause"="<reason for failure>" |
| Displayed on the web interface | [[srcProcess]] Delete Bearer Request from PDN GW with IP [[pgwlp]] on {produce.short.name} [[SCGMgmtlp]] failed, for UE with username {{uelmsi}@{realm}} because {{cause}} |
| Description | This alarm is triggered when the delete bearer request from PDN GW fails. |
| Recommended Actions | Download the SM log to check the cause of the error. |

Update bearer request failed

TABLE 107 Update bearer request failed alarm

| Alarm | Update bearer request failed |
|--------------------------------|--|
| Alarm Type | updateBearerRequestFailed |
| Alarm Code | 1959 |
| Severity | Major |
| Aggregation Policy | From the event code 1959 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="NA" "gtpclp"="5.5.5.5" "pgwlp"="1.1.1.1" "SCGMgmtlp"="2.2.2.2" "cause"="<reason for failure>" |
| Displayed on the web interface | [[srcProcess]] Update bearer request from PDN GW with IP [[pgwlp]] on {produce.short.name} [[SCGMgmtlp]] failed, for UE with username {{uelmsi}@{realm}} because {{cause}} |
| Description | Update bearer request failed, decode failed. |
| Recommended Actions | Download the SM log to check the cause of the error. |

CGF server not configured

TABLE 108 CGF server not configured alarm

| Alarm | CGF server not configured |
|--------------------------------|--|
| Alarm Type | cgfServerNotConfigured |
| Alarm Code | 1960 |
| Severity | Major |
| Aggregation Policy | From the event code 1960 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "mynoid"="12" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="CIP" "realm"= "NA" "ggsnIp"="10.10.10.10" "SCGMgmtIp"="2.2.2.2" "radSrvrIp"="7.7.7.7" "cgfSrvrIP" = "1.1.1.1" |
| Displayed on the web interface | CGF server IP <code>{{cgfSrvrIp}}</code> received from PDN GW/GGSN with IP <code>{{ggsnIp}}</code> on <code>{produce.short.name}</code> <code>{{SCGMgmtIp}}</code> is not configured |
| Description | This alarm is triggered when the IP address of the CGF server received from GGSN/PDNGW is not configured in the controller web interface and therefore is not considered. |
| Recommended Actions | Check the controller web interface to ensure that the IP address of the CGF server received from PDNGW/GGSN is configured. If it is not configure navigate to Configurations > Services and Profiles > CGF Services to create the configuration. |

NOTE

Refer to [Gn/S2a Interface Events](#) on page 304.

GR Interface Alarms

NOTE

This section is not applicable for vSZ-H.

Following are the alarms related to GR interface.

- [Destination not reachable](#) on page 114
- [App server down](#) on page 115
- [App server inactive](#) on page 115
- [Association establishment failed](#) on page 116
- [Association down](#) on page 116
- [Outbound routing failure](#) on page 117
- [Did allocation failure](#) on page 117

Destination not reachable

TABLE 109 Destination not reachable alarm

| Alarm | Destination not reachable |
|------------|---------------------------|
| Alarm Type | destNotReacheable |
| Alarm Code | 1618 |
| Severity | Critical |

TABLE 109 Destination not reachable alarm (continued)

| Alarm | Destination not reachable |
|--------------------------------|--|
| Aggregation Policy | From the event code 1618 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 1620. |
| Attribute | "mvnold"="2", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="hip","pointCode"="1.1.1" |
| Displayed on the web interface | Remote Point Code [{pointCode}] is unavailable |
| Description | This alarm is triggered when the point code is unreachable due to a pause indicator. |
| Recommended Actions | Manual intervention is required. |

App server down

TABLE 110 App server down alarm

| Alarm | App server down |
|--------------------------------|--|
| Alarm Type | appServerDown |
| Alarm Code | 1623 |
| Severity | Critical |
| Aggregation Policy | From the event code 1623 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 1625. |
| Attribute | "mvnold"="2", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="hip", "routingContext"="1", "pointCode"="1.1.1", "SSN"="7" |
| Displayed on the web interface | Application Server Down, Routing Context [{routingContext}], local Point Code [{pointCode}], local SSN [{SSN}] |
| Description | This alarm is triggered when the local application server is down due to the receipt of ASP down (ASPDN) or ASP down acknowledgment (ASPDN ACK) received from the remote IP security protocol (IPSP) or signalling gateway (SG). |
| Recommended Actions | Manual intervention is required. |

App server inactive

TABLE 111 App server inactive alarm

| Alarm | App server inactive |
|--------------------|--|
| Alarm Type | appServerInactive |
| Alarm Code | 1624 |
| Severity | Critical |
| Aggregation Policy | From the event code 1624 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 1625. |
| Attribute | "mvnold"="2", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", |

TABLE 111 App server inactive alarm (continued)

| Alarm | App server inactive |
|--------------------------------|--|
| | "srcProcess"="hip", "routingContext" = "1", "pointCode"="1.1.1", "SSN" = "7" |
| Displayed on the web interface | Application Server Inactive, Routing Context [{routingContext}], lpcal Point Code [{pointCode}], local SSN [{SSN}] |
| Description | This alarm is triggered when the local application server is inactive due to application service provider inactive (ASP_INACTIVE) or application service provider inactive acknowledgment (ASP_INACTIVE_ACK) from remote IP security protocol (IPSP) or signalling gateway (SG). |
| Recommended Actions | Manual intervention is required. |

Association establishment failed

TABLE 112 Association establishment failed alarm

| Alarm | Association establishment failed |
|--------------------------------|--|
| Alarm Type | assocEstbFailed |
| Alarm Code | 1626 |
| Severity | Critical |
| Aggregation Policy | From the event code 1626 an alarm is raised for every five events or events occurring within a span of 2 minutes. |
| Auto Clearance | The alarm code is auto cleared with the event code 1628. |
| Attribute | "mvnold"="3", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="hip", "srcIP"="10.1.4.10", "srcPort"="2960", "destIP"="10.1.4.20", "destPort"="2960" |
| Displayed on the web interface | Unable to establish SCTP association. srcIP [{srcIP}], srcPort [{srcPort}], destIP[{destIP}], destPort [{destPort}] |
| Description | This alarm is triggered when it is unable to establish an association to the IP security protocol (IPSP) or signalling gateway (SG). |
| Recommended Actions | Manual intervention is required. |

Association down

TABLE 113 Association down alarm

| Alarm | Association down |
|--------------------|--|
| Alarm Type | assocDown |
| Alarm Code | 1627 |
| Severity | Critical |
| Aggregation Policy | From the event code 1627 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 1628. |
| Attribute | "mvnold"="3", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="hip", "srcIP"="10.1.4.10", "srcPort"="2960", "destIP"="10.1.4.20", "destPort"="2960" |

TABLE 113 Association down alarm (continued)

| Alarm | Association down |
|--------------------------------|--|
| Displayed on the web interface | SCTP association DOWN. srcIP [{srcIP}], srcPort [{srcPort}], destIP[{destIP}], destPort [{destPort}] |
| Description | This alarm is triggered when the stream control transmission protocol (SCTP) association is down. |
| Recommended Actions | Manual intervention is required. |

Outbound routing failure

TABLE 114 Outbound routing failure alarm

| Alarm | Outbound routing failure |
|--------------------------------|--|
| Alarm Type | outboundRoutingFailure |
| Alarm Code | 1636 |
| Severity | Critical |
| Aggregation Policy | From the event code 1636 an alarm is raised for every 10 events. Alarm is raised for 10 or more events or events occurring within a span of 60 seconds. |
| Attribute | "mvnold"="2", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="hip", "operation"="updateGprsLocationReq", "hlrInstance"=" Operator_HLR", "uelmsi"=" 04844624203918" |
| Displayed on the web interface | Unable to route [{operation}] for IMSI [{uelmsi}] to HLR [{hlrInstance}] |
| Description | This alarm is triggered when a transaction capabilities application part (TCAP) message is unable to route to its destination. |
| Recommended Actions | Manual intervention is required. |

Did allocation failure

TABLE 115 Did allocation failure alarm

| Alarm | Did allocation failure |
|--------------------------------|---|
| Alarm Type | didAllocationFailure |
| Alarm Code | 1637 |
| Severity | Critical |
| Aggregation Policy | From the event code 1637 an alarm is raised for every 50 events. Alarm is raised for 50 or more events or events occurring within a span of 60 seconds. |
| Attribute | "mvnold"="2", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="hip" |
| Displayed on the web interface | HIP unable to allocate new dialogue |
| Description | This alarm is triggered when it is unable to allocate a dialogue identifier for a new transaction. This indicates an overload condition. |
| Recommended Actions | Manual intervention is required. |

NOTE

Refer to [Gr Interface Event](#) on page 316.

IPMI Alarms

NOTE

This section is not applicable for vSZ-H.

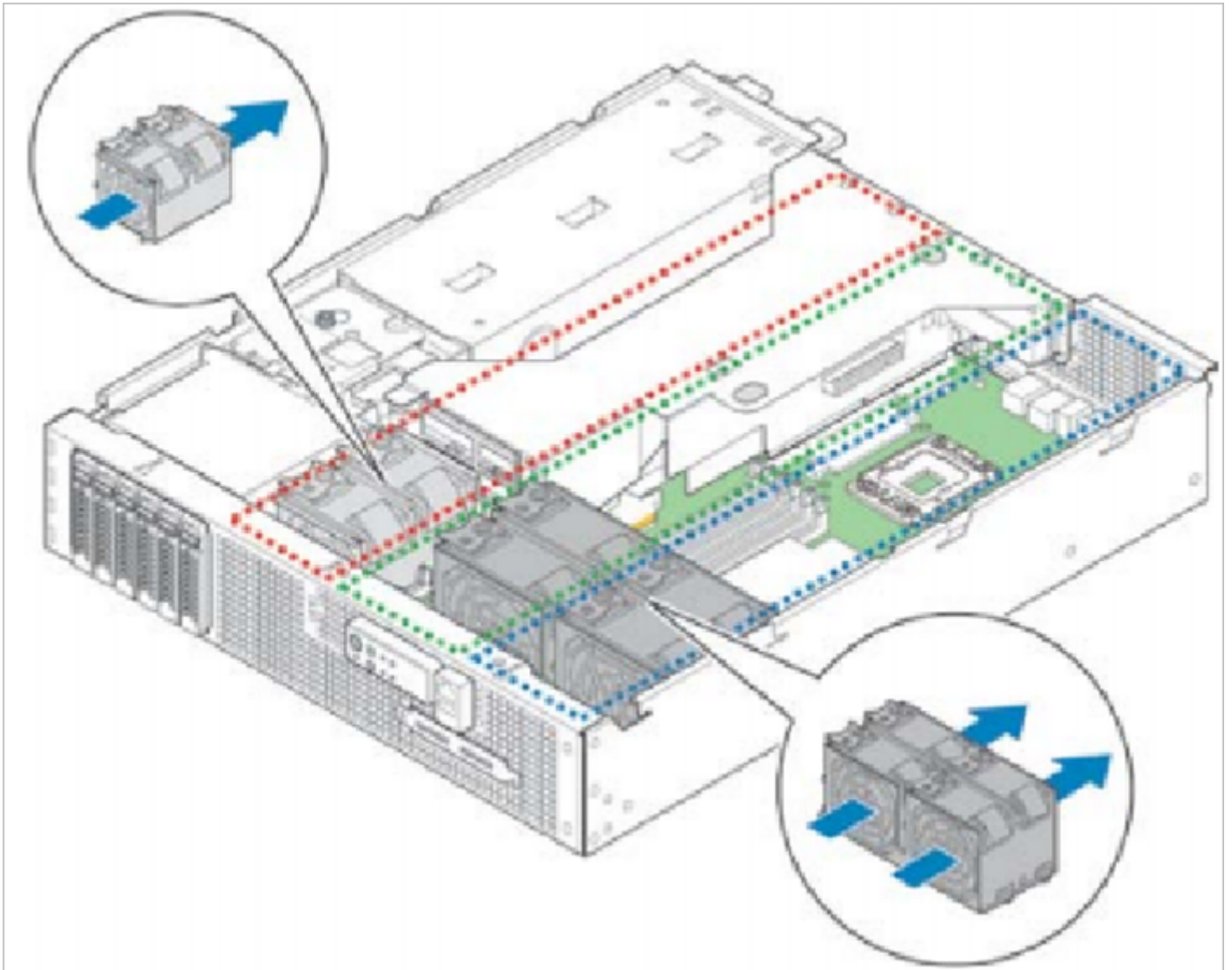
Following are the alarms related to IPMIs.

- [ipmiVoltage](#) on page 119
- [ipmiThempBB](#) on page 120
- [ipmiThempFP](#) on page 120
- [ipmiThempIOH](#) on page 121
- [ipmiThempMemP](#) on page 121
- [ipmiThempPS](#) on page 122
- [ipmiThempP](#) on page 122
- [ipmiThempHSBP](#) on page 122
- [ipmiFan](#) on page 123
- [ipmiPower](#) on page 123
- [ipmiCurrent](#) on page 124
- [ipmiFanStatus](#) on page 124
- [ipmiPsStatus](#) on page 124
- [ipmiDrvStatus](#) on page 125

The controller has redundant six-fan cooling with four 80x38mm fans and two 60x38mm fans. There are four main cooling zones, as shown in [Figure 3](#):

- Zone 1 contains fans 0 and 1, which cool CPU1 and all the components in this zone.
- Zone 2 contains fans 2 and 3, which cool CPU2, low-profile PCI cards, and all the other components in this zone.
- Zone 3 contains fans 4 and 5, which cool full-height/length PCI cards and all the other components in this area.
- Zone 4 is cooled by the power supply fans. This zone contains the SAS RAID and SAS/SATA boards. Cooling redundancy in this zone is only achieved when there are two power supplies installed.

FIGURE 3 Server Cooling Areas



ipmiVoltage

TABLE 116 ipmiVoltage alarm

| Alarm | ipmiVoltage |
|--------------------|---|
| Alarm Type | ipmiVoltage |
| Alarm Code | 901 |
| Severity | Major |
| Aggregation Policy | From the event code 901 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 926. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |

TABLE 116 ipmiVoltage alarm (continued)

| Alarm | ipmiVoltage |
|--------------------------------|--|
| Displayed on the web interface | Baseboard voltage [{status}] on control plane [{nodeMac}] |
| Description | <p>This alarm is triggered due to under/over voltage on the control plane. Baseboard threshold temperatures are:</p> <ul style="list-style-type: none"> • Critical high - 66⁰ C • Non critical high - 61⁰ C • Non critical low - 10⁰ C • Critical low - 5⁰ C |
| Recommended Actions | Replace the power supply cord. If it does not work, the motherboard needs replacement. |

ipmiThempBB

TABLE 117 ipmiThempBB alarm

| Alarm | ipmiThempBB |
|--------------------------------|---|
| Alarm Type | ipmiThempBB |
| Alarm Code | 902 |
| Severity | Major |
| Aggregation Policy | From the event code 902 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 927. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Baseboard temperature [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered due to the increase/decrease of the baseboard temperature status of the control plane. Baseboard threshold temperatures are in the range of 10 ⁰ Celsius to 61 ⁰ Celsius. The default threshold is 61 ⁰ C. |
| Recommended Actions | Check the fan module. Decrease the ambient temperature if the fan module is working. |

ipmiThempFP

TABLE 118 ipmiThempFP alarm

| Alarm | ipmiThempFP |
|--------------------------------|---|
| Alarm Type | ipmiThempFP |
| Alarm Code | 903 |
| Severity | Major |
| Aggregation Policy | From the event code 903 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 928. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Front panel temperature [{status}] on control plane [{nodeMac}] |

TABLE 118 ipmiThempFP alarm (continued)

| Alarm | ipmiThempFP |
|---------------------|--|
| Description | This alarm is triggered due to increase/decrease of the front panel temperature status of the control plane. Front panel threshold temperatures are in the range of 5 ⁰ Celsius to 44 ⁰ Celsius. The default threshold is 44 ⁰ C. |
| Recommended Actions | Check the fan module. Decrease the ambient temperature if the fan module is working. |

ipmiThempIOH

TABLE 119 ipmiThempIOH alarm

| Alarm | ipmiThempIOH |
|--------------------------------|---|
| Alarm Type | ipmiThempIOH |
| Alarm Code | 904 |
| Severity | Major |
| Aggregation Policy | From the event code 904 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 929. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Chipset temperature [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the chip set temperature status on the control plane increases/decreases. IOH thermal margin threshold temperatures are in the range of -20 ⁰ Celsius to 5 ⁰ Celsius. The default threshold is 5 ⁰ C. |
| Recommended Actions | Check the fan module. Decrease the ambient temperature if the fan module is working. |

ipmiThempMemP

TABLE 120 ipmiThempMemP alarm

| Alarm | ipmiThempMemP |
|--------------------------------|---|
| Alarm Type | ipmiThempMemP |
| Alarm Code | 905 |
| Severity | Major |
| Aggregation Policy | From the event code 905 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 930. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Processor [{id}] memory temperature [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the control plane's processor memory shows the status as either an increase/decrease in temperature. Process 1 memory thermal margin threshold temperatures are in the range of -20 ⁰ Celsius to 5 ⁰ Celsius. The default threshold is 5 ⁰ C. |
| Recommended Actions | Check the fan module. Decrease the ambient temperature if the fan module is working. |

ipmiThempPS

TABLE 121 ipmiThempPS alarm

| Alarm | ipmiThempPS |
|--------------------------------|---|
| Alarm Type | ipmiThempPS |
| Alarm Code | 906 |
| Severity | Major |
| Aggregation Policy | From the event code 906 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 931. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] temperature [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the control plane's power supply shows the status as either an increase/decrease in temperature. Power supply 1 and power supply 2 threshold temperatures are in the range of -20 ⁰ Celsius to 5 ⁰ Celsius. The default threshold is 5 ⁰ C. |
| Recommended Actions | Replace the power supply cord. If the problem persists, decrease the ambient temperature. |

ipmiThempP

TABLE 122 ipmiThempP alarm

| Alarm | ipmiThempP |
|--------------------------------|---|
| Alarm Type | ipmiThempP |
| Alarm Code | 907 |
| Severity | Major |
| Aggregation Policy | From the event code 907 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 932. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Processor [{id}] temperature [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the reading surpasses threshold value is <= 55 ⁰ Celsius. The default threshold is 55 ⁰ C. |
| Recommended Actions | Check and replace the CPU fan module if required. Decrease the ambient temperature if the fan module is working. |

ipmiThempHSBP

TABLE 123 ipmiThempHSBP alarm

| Alarm | ipmiThempHSBP |
|------------|---------------|
| Alarm Type | ipmiThempHSBP |
| Alarm Code | 908 |
| Severity | Major |

TABLE 123 ipmiThempHSBP alarm (continued)

| Alarm | ipmiThempHSBP |
|--------------------------------|---|
| Aggregation Policy | From the event code 908 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 933. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Hot swap backplane temperature [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the control plane's hot swap backplane shows the status as either an increase/decrease in temperature in the range of 9 ^o Celsius to 55 ^o Celsius. The default threshold is 55 ^o C. |
| Recommended Actions | Check the fan module. Decrease the ambient temperature if the fan module is working. |

ipmiFan

TABLE 124 ipmiFan alarm

| Alarm | ipmiFan |
|--------------------------------|---|
| Alarm Type | ipmiFan |
| Alarm Code | 909 |
| Severity | Major |
| Aggregation Policy | From the event code 909 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 934. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | System fan [{id}] module [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the control plane's fan module status is shown. |
| Recommended Actions | Replace the fan module. |

ipmiPower

TABLE 125 ipmiPower alarm

| Alarm | ipmiPower |
|--------------------------------|---|
| Alarm Type | ipmiPower |
| Alarm Code | 910 |
| Severity | Major |
| Aggregation Policy | From the event code 910 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 935. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] AC power input [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the control plane's power supply status is shown as a low/high input. |

TABLE 125 ipmiPower alarm (continued)

| | |
|---------------------|--------------------------------|
| Alarm | ipmiPower |
| Recommended Actions | Replace the power supply cord. |

ipmiCurrent

TABLE 126 ipmiCurrent alarm

| | |
|--------------------------------|---|
| Alarm | ipmiCurrent |
| Alarm Type | ipmiCurrent |
| Alarm Code | 911 |
| Severity | Major |
| Aggregation Policy | From the event code 911 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 936. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] +12V% of maximum current output [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the control plane's power supply shows the status as maximum voltage. |
| Recommended Actions | Replace the power supply cord. If the problem persists, replace the mother board. |

ipmiFanStatus

TABLE 127 ipmiFanStatus alarm

| | |
|--------------------------------|---|
| Alarm | ipmiFanStatus |
| Alarm Type | ipmiFanStatus |
| Alarm Code | 912 |
| Severity | Major |
| Aggregation Policy | From the event code 912 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 937. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Fan module [{id}] [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the control plane's fan module shows the status as not working. |
| Recommended Actions | Replace the fan module. |

ipmiPsStatus

TABLE 128 ipmiPsStatus alarm

| | |
|------------|--------------|
| Alarm | ipmiPsStatus |
| Alarm Type | ipmiPsStatus |
| Alarm Code | 913 |

TABLE 128 ipmiPsStatus alarm (continued)

| Alarm | ipmiPsStatus |
|--------------------------------|---|
| Severity | Major |
| Aggregation Policy | From the event code 913 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 938. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the control plane's power supply status is shown as a low/high input. |
| Recommended Actions | Check the power supply cord. If the problem persists, replace the power supply cord. |

ipmiDrvStatus

TABLE 129 ipmiDrvStatus alarm

| Alarm | ipmiDrvStatus |
|--------------------------------|---|
| Alarm Type | ipmiDrvStatus |
| Alarm Code | 914 |
| Severity | Major |
| Aggregation Policy | From the event code 914 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 939. |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Disk drive [{id}] [{status}] on control plane [{nodeMac}] |
| Description | This alarm is triggered when the control plane's disk drive status is shown as either not working or corrupted. |
| Recommended Actions | The operator / user needs to replace the hard disk drive. |

NOTE

Refer to [IPMI Events](#) on page 323.

Licensing Alarms

NOTE

Alarms 1242 and 1243 are not applicable for vSZ-H.

Following are the alarms related to licensing:

- [TTG session critical threshold](#) on page 126
- [TTG session license exhausted](#) on page 126
- [License going to expire](#) on page 126
- [Insufficient license capacity](#) on page 127
- [Data plane DHCP IP license insufficient](#) on page 127

- [Data plane NAT session license insufficient](#) on page 128
- [Insufficient license capacity](#) on page 128

TTG session critical threshold

TABLE 130 TTG session critical threshold alarm

| Alarm | TTG session critical threshold |
|--------------------------------|--|
| Alarm Type | ttgSessionCriticalThreshold |
| Alarm Code | 1242 |
| Severity | Critical |
| Aggregation Policy | From the event code 1242 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut/lic" |
| Displayed on the web interface | The licensed sessions of {produce.short.name} [{SCGMgmtIp}] have reached critical level. |
| Description | This alarm is triggered when the number of user equipment attached to the system has reached the critical threshold limit. |
| Recommended Actions | Download the SM log file from the controller web interface to check the error cause. |

TTG session license exhausted

TABLE 131 TTG session license exhausted alarm

| Alarm | TTG session license exhausted |
|--------------------------------|--|
| Alarm Type | ttgSessionLicenseExhausted |
| Alarm Code | 1243 |
| Severity | Critical |
| Aggregation Policy | From the event code 1243 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut/lic" |
| Displayed on the web interface | The licensed of {produce.short.name} [{SCGMgmtIp}] have been exhausted for all sessions. |
| Description | This alarm is triggered when the number of user equipment attached to the system has exceeded the license limit. |
| Recommended Actions | Download the SM log file from the controller web interface to check the error cause. |

License going to expire

TABLE 132 License going to expire alarm

| Alarm | License going to expire |
|------------|-------------------------|
| Alarm Type | licenseGoingToExpire |
| Alarm Code | 1255 |
| Severity | Major |

TABLE 132 License going to expire alarm (continued)

| Alarm | License going to expire |
|--------------------------------|--|
| Aggregation Policy | From the event code 1255 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeName"="xxx", "licenseType"=" xxx" |
| Displayed on the web interface | The [{licenseType}] on node [{nodeName}] will expire on [{associationTime}] |
| Description | This alarm is triggered when the validity of the license is going to expire. |
| Recommended Actions | Check the validity of licenses. You would need to purchase additional licenses if validity expires. |

Insufficient license capacity

TABLE 133 Insufficient license capacity alarm

| Alarm | Insufficient license capacity |
|--------------------------------|--|
| Alarm Type | apConnectionTerminatedDueToInsufficientLicense |
| Alarm Code | 1256 |
| Severity | Major |
| Aggregation Policy | From the event code 1256 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "licenseType"=" xxx" |
| Displayed on the web interface | Insufficient [{licenseType}] license is detected and it will cause existing AP connections to terminate. |
| Description | This alarm is triggered when connected APs are rejected due to insufficient licenses. |
| Recommended Actions | Check the number of licenses. You would need to purchase additional licenses due to insufficient number of licenses. |

Data plane DHCP IP license insufficient

TABLE 134 Data plane DHCP IP license insufficient alarm

| Alarm | Data plane DHCP IP license insufficient |
|--------------------------------|---|
| Alarm Type | dpDhcpIpLicenseNotEnough |
| Alarm Code | 1277 |
| Severity | Major |
| Aggregation Policy | From the event code 1277 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "totalLicenseCnt"="1234567890", "consumedLicenseCnt"="1234567890", "availableLicenseCnt"="1234567890" |
| Displayed on the web interface | This alarm occurs when Data Plane DHCP IP license insufficient. (total [{totalLicenseCnt}], consumed [{consumedLicenseCnt}], available [{availableLicenseCnt}]) |
| Description | This alarm is triggered when the data plane DHCP IP license is insufficient. |

Data plane NAT session license insufficient

TABLE 135 Data plane NAT session license insufficient alarm

| Alarm | Data plane NAT session license insufficient |
|--------------------------------|---|
| Alarm Type | dpNatSessionLicenseNotEnough |
| Alarm Code | 1278 |
| Severity | Major |
| Aggregation Policy | From the event code 1277 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "totalLicenseCnt"="1234567890", "consumedLicenseCnt"="1234567890", "availableLicenseCnt"="1234567890" |
| Displayed on the web interface | This alarm occurs when Data Plane NAT session license insufficient. (total [totalLicenseCnt], consumed [consumedLicenseCnt], available [availableLicenseCnt]) |
| Description | This alarm is triggered when the data plane NAT server license is insufficient. |

NOTE

Refer to [Licensing Interface Events](#) on page 333.

Insufficient license capacity

TABLE 136 Insufficient license capacity alarm

| Alarm | Insufficient license capacity |
|--------------------------------|--|
| Alarm Type | switchConnectionTerminatedDueToInsufficientLicense |
| Alarm Code | 1289 |
| Severity | Major |
| Aggregation Policy | From the event code 1289 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "licenseType"=" xxx" |
| Displayed on the web interface | Insufficient [licenseType] license is detected and it will cause existing switch connections to terminate. |
| Description | This alarm is triggered when some connected switches are rejected due to insufficient license capacity. |

PMIPv6 Alarms

NOTE

This section is not applicable for vSZ-H.

Following are the alarms related to PMIPv6.

- [Config update failed](#) on page 129
- [DHCP connection lost](#) on page 129

Config update failed

TABLE 137 Config update failed alarm

| Alarm | Config update failed |
|--------------------------------|---|
| Alarm Type | updateCfgFailed |
| Alarm Code | 5004 |
| Severity | Major |
| Aggregation Policy | From the event code 5004 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2", "cause"="reason", |
| Displayed on the web interface | Failed to apply configuration [{cause}] in PMIPv6 process at {produce.short.name}{{SCGMgmtIp}} |
| Description | This alarm is logged when the PMIPv6 gets an error or a negative acknowledgment or improper/incomplete information from the D-bus client. |
| Recommended Actions | Check to ensure that the IP address of the CGF server received from PDNGW/GGSN is configured in the controller web interface > Configurations > Services and Profiles > CGF. Configure the IP address if it is missing. |

DHCP connection lost

NOTE

This alarm is not applicable for vSZ-H.

TABLE 138 DHCP connection lost alarm

| Alarm | DHCP connection lost |
|--------------------------------|---|
| Alarm Type | lostCnxnToDHCP |
| Alarm Code | 5102 |
| Severity | Major |
| Aggregation Policy | From the event code 5102 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 5101. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2", |
| Displayed on the web interface | PMIPv6 process cannot connect to DHCP server on {produce.short.name} {{SCGMgmtIp}} |
| Description | This alarm is logged when the transmission control protocol (TCP) connection is lost or when the control plane fails to complete the configuration procedure. |
| Recommended Actions | Download the PMIPv6d and dynamic host configuration protocol (DHCP) server logs from the controller to check the error cause. |

NOTE

Refer to [PMIPv6 Events](#) on page 340.

SCI Alarms

Following are the alarms related to SCI (Small Cell Insight).

- [Connect to SCI failure](#) on page 130
- [SCI has been disabled](#) on page 130
- [SCI and FTP have been disabled](#) on page 130

Connect to SCI failure

TABLE 139 Connect to SCI failure alarm

| Alarm | Connect to SCI failure |
|--------------------------------|--|
| Alarm Type | connectToSciFailure |
| Alarm Code | 4003 |
| Severity | Major |
| Aggregation Policy | From the event code 4003 an alarm is raised for every event. A single event triggers a single alarm. |
| Displayed on the web interface | Try to connect to SCI with all SCI profiles but failure. |
| Description | This alarm occurs when the controller tries connecting to SCI with its profiles but fails. |

SCI has been disabled

TABLE 140 SCI has been disabled alarm

| Alarm | SCI has been disabled |
|--------------------------------|--|
| Alarm Type | disabledSciDueToUpgrade |
| Alarm Code | 4004 |
| Severity | Warning |
| Aggregation Policy | From the event code 4004 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 4003. |
| Displayed on the web interface | SCI has been disabled due to SZ upgrade, please reconfigure SCI if needed. |
| Description | This alarm occurs when SCI is disabled due to the controller upgrade. This could require reconfiguration of SCI. |
| Recommended Actions | The controller does not support SCI prior to version 2.3. You would need to upgrade SCI to 2.3 or above and reconfigure the required information of SCI on the controller dashboard. |

SCI and FTP have been disabled

TABLE 141 SCI and FTP have been disabled alarm

| Alarm | SCI and FTP have been disabled |
|------------|---|
| Alarm Type | disabledSciAndFtpDueToMutuallyExclusive |
| Alarm Code | 4005 |

TABLE 141 SCI and FTP have been disabled alarm (continued)

| Alarm | SCI and FTP have been disabled |
|--------------------------------|--|
| Severity | Warning |
| Aggregation Policy | From the event code 4005 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 4004. |
| Displayed on the web interface | SCI and FTP have been disabled. It is recommended to enable SCI instead of FTP |
| Description | This event occurs when the SCI and FTP are disabled. |

NOTE

Refer to [Events Types](#) on page 159.

Session Alarms

NOTE

This section is not applicable for vSZ-H.

Following is the alarm related to session.

- [Binding failed](#) on page 131

Binding failed

TABLE 142 Binding failed alarm

| Alarm | Binding failed |
|--------------------------------|--|
| Alarm Type | bindingFailure |
| Alarm Code | 5010 |
| Severity | Major |
| Aggregation Policy | From the event code 5010 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 5009. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2", "lmaIp"="1.1.1.1", "ueMacAddr"="aa:bb:cc:gg:hh:ii", "dataBladeIp"="3.3.3.3", "ueIpAddr"="5.5.5.5" |
| Displayed on the web interface | Binding for [{ueMacAddr}] UE binding update failure on {produce.short.name}-D [{dataBladeIp}]. Failure Cause [{cause}] |
| Description | This alarm is logged when the mobile node binding fails. |
| Recommended Actions | No action is required. |

NOTE

Refer to [Session Events](#) on page 343.

System Alarms

Following are the alarms with the system log severity:

NOTE

{produce.short.name} refers to the controller.

- [No LS responses](#) on page 132
- [LS authentication failure](#) on page 133
- [{produce.short.name} failed to connect to LS](#) on page 133
- [Syslog server unreachable](#) on page 134
- [CSV export FTP maximum retry](#) on page 134
- [CSV export disk threshold exceeded](#) on page 134
- [CSV export disk max capacity reached](#) on page 135
- [Process restart](#) on page 135
- [Service unavailable](#) on page 135
- [Keepalive failure](#) on page 136
- [Resource unavailable](#) on page 136
- [HIP failed over](#) on page 137
- [Unconfirmed program detection](#) on page 137
- [Diameter initialization error](#) on page 138
- [Diameter peer transport failure](#) on page 138
- [Diameter CER error](#) on page 139
- [Diameter peer add error](#) on page 139
- [Diameter peer remove successful](#) on page 140
- [Diameter realm entry error](#) on page 140
- [Diameter failover to alternate peer](#) on page 141
- [Diameter fail back to peer](#) on page 141
- [Diameter CEA unknown peer](#) on page 142
- [Diameter no common application](#) on page 142
- [Process initiated](#) on page 143
- [PMIPv6 unavailable](#) on page 143
- [Memory allocation failed](#) on page 143
- [The last one data plane is disconnected zone affinity profile alarm](#) on page 144

No LS responses

TABLE 143 No LS responses alarm

| Alarm | No LS responses |
|--------------------|---|
| Alarm Type | scgLBSNoResponse |
| Alarm Code | 721 |
| Severity | Major |
| Aggregation Policy | From the event code 721 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="", "SCGMgmtIp"="" |

TABLE 143 No LS responses alarm (continued)

| Alarm | No LS responses |
|--|---|
| Displayed on the SmartZone web interface | {produce.short.name} [{SCGMgmtIp}] no response from LS: url=[{url}], port=[{port}] |
| Description | This alarm is triggered when the controller does not get a response while connecting to the location based service. |
| Recommended Actions | Check if location server is working properly. |

LS authentication failure

TABLE 144 LS authentication failure alarm

| Alarm | LS authentication failure |
|--|--|
| Alarm Type | scgLBSAuthFailed |
| Alarm Code | 722 |
| Severity | Major |
| Aggregation Policy | From the event code 722 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="", "SCGMgmtIp"="" |
| Displayed on the SmartZone web interface | {produce.short.name} [{SCGMgmtIp}] authentication failed: url=[{url}], port=[{port}] |
| Description | This alarm is triggered due to the authentication failure on connecting to the location based service. |
| Recommended Actions | Check the location server password. |

{produce.short.name} failed to connect to LS

TABLE 145 {produce.short.name} failed to connect to LS alarm

| Alarm | {produce.short.name} failed to connect to LS |
|--|---|
| Alarm Type | scgLBSConnectFailed |
| Alarm Code | 724 |
| Severity | Major |
| Aggregation Policy | From the event code 724 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 723. |
| Attribute | "ctrlBladeMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="", "SCGMgmtIp"="" |
| Displayed on the SmartZone web interface | {produce.short.name} [{SCGMgmtIp}] connection failed to LS: url=[{url}], port=[{port}] |
| Description | This alarm is triggered when the controller fails to connect to the location based service. |
| Recommended Actions | Check the location service configuration. Also check the network connectivity between the controller and location server. |

Syslog server unreachable

TABLE 146 Syslog server unreachable alarm

| | |
|--|---|
| Alarm | Syslog server unreachable |
| Alarm Type | syslogServerUnreachable |
| Alarm Code | 751 |
| Severity | Major |
| Aggregation Policy | From the event code 751 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 750. |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "syslogServerAddress"="xxx.xxx.xxxx.xxx" |
| Displayed on the SmartZone web interface | Syslog server [{syslogServerAddress}] is unreachable on {produce.short.name}. |
| Description | This alarm is triggered when the syslog server is unreachable. |
| Recommended Actions | Check the network between the controller and the syslog server. |

CSV export FTP maximum retry

TABLE 147 CSV export FTP maximum retry alarm

| | |
|--|---|
| Alarm | CSV export FTP maximum retry |
| Alarm Type | csvFtpTransferMaxRetryReached |
| Alarm Code | 974 |
| Severity | Major |
| Aggregation Policy | From the event code 974 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm is auto cleared with the event code 750. |
| Attribute | "nodeName"="xx:xx:xx:xx:xx:xx", "ip"="xx:xx:xx:xx:xx:xx", "portID"="xx:xx:xx:xx:xx:xx", "filename"="xxx.xxx.xxxx.xxx" |
| Displayed on the SmartZone web interface | |
| Description | This alarm is triggered when CSV file fails to transfer after a maximum of five (5) retries. |

CSV export disk threshold exceeded

TABLE 148 CSV export disk threshold exceeded alarm

| | |
|--|--|
| Alarm | CSV export disk threshold exceeded |
| Alarm Type | csvDiskThresholdExceeded |
| Alarm Code | 975 |
| Severity | Warning |
| Aggregation Policy | From the event code 975 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeName"="xx:xx:xx:xx:xx:xx", "threshold"="xx:xx:xx:xx:xx:xx", "availableDiskSize"="xx:xx:xx:xx:xx:xx" |
| Displayed on the SmartZone web interface | |

TABLE 148 CSV export disk threshold exceeded alarm (continued)

| | |
|---------------------|---|
| Alarm | CSV export disk threshold exceeded |
| Description | This alarm is triggered when CSV report size exceeds 80% of its capacity. |
| Recommended Actions | |

CSV export disk max capacity reached

TABLE 149 CSV export disk max capacity reached alarm

| | |
|--|---|
| Alarm | CSV export disk max capacity reached |
| Alarm Type | csvDiskMaxCapacityReached |
| Alarm Code | 976 |
| Severity | Critical |
| Aggregation Policy | From the event code 976 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "nodeName"="xx:xx:xx:xx:xx:xx", "allocatedDiskSize"="xx:xx:xx:xx:xx:xx" |
| Displayed on the SmartZone web interface | |
| Description | This alarm is triggered when CSV report size reaches its maximum capacity. |
| Recommended Actions | |

Process restart

TABLE 150 Process restart alarm

| | |
|--------------------------------|--|
| Alarm | Process restart |
| Alarm Type | processRestart |
| Alarm Code | 1001 |
| Severity | Major |
| Aggregation Policy | From the event code 1001 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="nc", "realm"="NA", "processName"="aut", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | {{processName}} process got re-started on {produce.short.name} {{SCGMgmtIp}} |
| Description | This alarm is triggered when any process crashes and restarts. |
| Recommended Actions | Download the process log file from the controller web interface to understand the cause of the error. |

Service unavailable

TABLE 151 Service unavailable alarm

| | |
|------------|---------------------|
| Alarm | Service unavailable |
| Alarm Type | serviceUnavailable |
| Alarm Code | 1002 |
| Severity | Critical |

TABLE 151 Service unavailable alarm (continued)

| Alarm | Service unavailable |
|--------------------------------|--|
| Aggregation Policy | From the event code 1002 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="nc", "realm"="NA", "processName"="aut", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | {{processName}} process is not stable on {produce.short.name} {{SCGMgmtIp}} |
| Description | This alarm is triggered when the process repeatedly restarts and is unstable. |
| Recommended Actions | A manual intervention is required. Download the process log file from the controller web interface to find the cause of the error. |

Keepalive failure

TABLE 152 Keepalive failure alarm

| Alarm | Keepalive failure |
|--------------------------------|--|
| Alarm Type | keepAliveFailure |
| Alarm Code | 1003 |
| Severity | Major |
| Aggregation Policy | From the event code 1003 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="nc", "realm"="NA", "processName"="aut", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | {{srcProcess}} on {produce.short.name} {{SCGMgmtIp}} restarted {{processName}} process |
| Description | This alarm is triggered when the mon/nc restarts the process due to a keep alive failure. |
| Recommended Actions | Download the process log file from the controller web interface to locate the cause of the error. |

Resource unavailable

TABLE 153 Resource unavailable alarm

| Alarm | Resource unavailable |
|--------------------------------|--|
| Alarm Type | resourceUnavailable |
| Alarm Code | 1006 |
| Severity | Critical |
| Aggregation Policy | From the event code 1006 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="radiusd", "realm"="NA", "SCGMgmtIp"="3.3.3.3", "cause"="xx" |
| Displayed on the web interface | System resource {{cause}} not available in {{srcProcess}} process at {produce.short.name} {{SCGMgmtIp}} |
| Description | This alarm is generated due to unavailability of any other system resource, such as memcached. |

TABLE 153 Resource unavailable alarm (continued)

| | |
|---------------------|--|
| Alarm | Resource unavailable |
| Recommended Actions | A manual intervention is required. Check the memcached process. Also check if the br1 interface is running. |

HIP failed over

NOTE

This alarm is not applicable for vSZ-H.

TABLE 154 HIP failed over alarm

| | |
|--------------------------------|--|
| Alarm | HIP failed over |
| Alarm Type | hipFailover |
| Alarm Code | 1016 |
| Severity | Major |
| Aggregation Policy | Alarm is raised for every event from event code 1016. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="50:A7:33:24:E7:90", "srcProcess"="HIP", "realm"="NA", "processName"="HIP", "SCGMgmtIp"="100.13.0.102" |
| Displayed on the web interface | {{srcProcess}} Node transitioned to Active on {produce.short.name} {{SCGMgmtIp}} |
| Description | This alarm is logged when the standby host identity protocol (HIP) transits to an active node and is included in control plane identifier of the newly active HIP. |
| Recommended Actions | A manual intervention is required. |

Unconfirmed program detection

TABLE 155 Unconfirmed program detection alarm

| | |
|--------------------------------|--|
| Alarm | Unconfirmed program detection |
| Alarm Type | Unconfirmed Program Detection |
| Alarm Code | 1019 |
| Severity | Warning |
| Aggregation Policy | Alarm is raised for every event from event code 1019. A single event triggers a single alarm. |
| Attribute | "nodeName"="xxx", "status"="xxxxx" |
| Displayed on the web interface | Detect unconfirmed program on control plane {{nodeName}}. {{status}} |
| Description | This alarm is triggered when the controller detects an unconfirmed program on the control plane. |

Diameter initialization error

NOTE

This alarm is not applicable for vSZ-H.

TABLE 156 Diameter initialization error alarm

| Alarm | Diameter initialization error |
|--------------------------------|---|
| Alarm Type | diaNitalizeErr |
| Alarm Code | 1401 |
| Severity | Critical |
| Aggregation Policy | An alarm is raised for every 2events within a duration of 30 minutes. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="<Application Name>" "realm"="ruckus.com" "originHost" = "Node1" "SCGMgmtIp"="2.2.2.2" "desc" = "Diameter Stack Initialization Failure on {produce.short.name}" |
| Displayed on the web interface | {{srcProcess}} Diameter Stack Initialization Failure on {produce.short.name} {{SCGMgmtIp}} |
| Description | This alarm is triggered due to stack initialization failure. |
| Recommended Actions | Check the network interface settings and port settings. The port could be in use by another application. |

Diameter peer transport failure

NOTE

This alarm is not applicable for vSZ-H.

TABLE 157 Diameter peer transport failure alarm

| Alarm | Diameter peer transport failure |
|--------------------------------|---|
| Alarm Type | diaPeerTransportFailure |
| Alarm Code | 1403 |
| Severity | Major |
| Aggregation Policy | A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "mvnold"=12 "srcProcess"="<Application Name>" "realm"="ruckus.com" "originHost" = "Node1" "SCGMgmtIp"="2.2.2.2" "peerIp" = "3.3.3.3" "peerName" = "OCS1" "peerRealmName" = "organization.com" "desc" = "Failed to read from peer socket" |
| Displayed on the web interface | {{srcProcess}} Failed to read from peer {{peerName}} Transport Realm {{peerRealmName}} on {produce.short.name} {{SCGMgmtIp}} |
| Description | This alarm is triggered when the diameter stack fails to read from the peer socket and the peer transport is down. |
| Recommended Actions | Check if the transport is up for the peer. Peer application may not be running. |

Diameter CER error

NOTE

This alarm is not applicable for vSZ-H.

TABLE 158 Diameter CER error alarm

| Alarm | Diameter CER error |
|--------------------------------|---|
| Alarm Type | diaCERError |
| Alarm Code | 1404 |
| Severity | Critical |
| Aggregation Policy | A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "mvnold"=12 "srcProcess"="<Application Name>" "realm"="ruckus.com" "originHost" = "Node1" "SCGMgmtIp"="2.2.2.2" "peerIp" = "3.3.3.3" "peerName" = "OCS1" "peerRealmName" = "organization.com" "desc" = "Failed to read from peer socket" |
| Displayed on the web interface | [[srcProcess]] Failed to decode CER from Peer [[peerName]] Realm [[peerRealmName]] on {produce.short.name} [[SCGMgmtIp]] |
| Description | This alarm is triggered when the diameter stack fails to decode the capabilities exchange request (CER) received from peer. |
| Recommended Actions | Check if the transport is up for the peer. Peer application may not be running. |

Diameter peer add error

NOTE

This alarm is not applicable for vSZ-H.

TABLE 159 Diameter peer add error alarm

| Alarm | Diameter peer add error |
|--------------------------------|---|
| Alarm Type | diaPeerAddError |
| Alarm Code | 1407 |
| Severity | Critical |
| Aggregation Policy | A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "mvnold"=12 "srcProcess"="<Application Name>" "realm"="ruckus.com" "originHost" = "Node1" "SCGMgmtIp"="2.2.2.2" "peerIp" = "3.3.3.3" "peerName" = "OCS1" "peerRealmName" = "organization.com" "desc" = "Failed to add Peer" "cause"="Cause Value" |
| Displayed on the web interface | [[srcProcess]] Failed to add Peer [[peerName]], Realm [[peerRealmName]] on {produce.short.name} [[SCGMgmtIp]] |
| Description | This alarm is triggered when the diameter stack fails to add a peer to the peer table. |
| Recommended Actions | Check if the peer IP address is reachable and if the peer responds to the configured port. |

Diameter peer remove successful

NOTE

This alarm is not applicable for vSZ-H.

TABLE 160 Diameter peer remove successful alarm

| Alarm | Diameter peer remove successful |
|--------------------------------|---|
| Alarm Type | diaPeerRemoveSuccess |
| Alarm Code | 1409 |
| Severity | Major |
| Aggregation Policy | A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "mvnold"=12 "srcProcess"="<Application Name>" "realm"="ruckus.com" "originHost" = "Node1" "SCGMgmtIp"="2.2.2.2" "peerIp" = "3.3.3.3" "peerName" = "OCS1" "peerRealmName" = "organization.com""desc" = "Peer removal success" |
| Displayed on the web interface | [[srcProcess]] Peer [[peerName]] Realm [[peerRealmName]] removal is successful on {produce.short.name} [[SCGMgmtIp]] |
| Description | This alarm is triggered when the peer is removed successfully from the table. The remote peer sends a diameter disconnect peer request (DPR) with the cause of not wanting to talk. |
| Recommended Actions | Ensure that the peer removal is intentional. It is also removed when the peer sends a cause message. |

Diameter realm entry error

NOTE

This alarm is not applicable for vSZ-H.

TABLE 161 Diameter realm entry error alarm

| Alarm | Diameter realm entry error |
|--------------------------------|--|
| Alarm Type | diaRealmEntryErr |
| Alarm Code | 1410 |
| Severity | Major |
| Aggregation Policy | A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "mvnold"=12 "srcProcess"="<Application Name>" "realm"="ruckus.com" "originHost" = "Node1" "SCGMgmtIp"="2.2.2.2" "peerRealmName" = "organization.com" "peerName" = "OCS1" "desc" = "Failed to add route for Realm" |
| Displayed on the web interface | [[srcProcess]] Failed to add route for Realm [[peerRealmName]] on {produce.short.name} [[SCGMgmtIp]] |
| Description | This alarm is triggered due to realm route entry add error. This may arise when the realm entry exists and another realm entry is added. Creating two diameter services with same realm name causes this problem. |
| Recommended Actions | Ensure that peer supports the application for the given realm and is up and running. |

Diameter failover to alternate peer

NOTE

This alarm is not applicable for vSZ-H.

TABLE 162 Diameter failover to alternate peer alarm

| Alarm | Diameter failover to alternate peer |
|--------------------------------|--|
| Alarm Type | diaFailOverToAltPeer |
| Alarm Code | 1411 |
| Severity | Major |
| Aggregation Policy | A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "mvnold"=12 "srcProcess"="<Application Name>" "realm"="ruckus.com" "originHost" = "Node1" "SCGMgmtIp"="2.2.2.2" "peerName"=ÖCS1 "peerRealmName" = "organization.com" "altPeerName" = "OCS2" "altPeerRealmName" = "india.internal.net" "desc" = "Fwd to alt peer" |
| Displayed on the web interface | [[srcProcess]] Fwd from Peer [[peerName]] to AltPeer [[altPeerName]] Realm [[peerRealmName]] on {produce.short.name} [[SCGMgmtIp]] |
| Description | This alarm is triggered due to retransmission to an alternate peer. |
| Recommended Actions | Verify that the failover has occurred to the alternate peer and the request is processed by the same peer. Also verify if the primary peer is having a problem or is not reachable. |

Diameter fail back to peer

NOTE

This alarm is not applicable for vSZ-H.

TABLE 163 Diameter fail back to peer alarm

| Alarm | Diameter fail back to peer |
|--------------------------------|--|
| Alarm Type | diaFailbackToPeer |
| Alarm Code | 1412 |
| Severity | Major |
| Aggregation Policy | A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "mvnold"=12 "srcProcess"="<Application Name>" "realm"="ruckus.com" "originHost" = "Node1" "SCGMgmtIp"="2.2.2.2" "peerName"=ÖCS1 "peerRealmName" = "organization.com" "altPeerName" = "OCS2" "altPeerRealmName" = "india.internal.net" "desc" = "Failback to main peer" |
| Displayed on the web interface | [[srcProcess]] Failback to Main Peer [[peerName]] Realm [[peerRealmName]] on {produce.short.name} [[SCGMgmtIp]] |
| Description | This alarm is triggered due to retransmission to the main peer in case of a failover. |
| Recommended Actions | Verify that the primary peer is restored and the request is processed by the primary peer. |

Diameter CEA unknown peer

NOTE

This alarm is not applicable for vSZ-H.

TABLE 164 Diameter CEA unknown peer alarm

| Alarm | Diameter CEA unknown peer |
|--------------------------------|--|
| Alarm Type | diaCEAUnknownPeer |
| Alarm Code | 1414 |
| Severity | Critical |
| Aggregation Policy | A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "mvnold"=12 "srcProcess"="SessMgr" "realm"="ruckus.com" "originHost" = "Node1" "SCGMgmtIp"="2.2.2.2" "peerName"=ÖCS8 "peerRealmName" = "organization.com" "desc" = "CEA received from Unknown peer" |
| Displayed on the web interface | [[srcProcess]] CEA received from Unknown Peer [[peerName]] Realm [[peerRealmName]] on {produce.short.name} [[SCGMgmtIp]] |
| Description | This alarm is triggered when the capabilities exchange answer (CEA) is received from an unknown peer. |
| Recommended Actions | Verify that the origin host received from capabilities exchange answer (CEA) is not in the remote service configuration. |

Diameter no common application

NOTE

This alarm is not applicable for vSZ-H.

TABLE 165 Diameter no common application alarm

| Alarm | Diameter no common application |
|--------------------------------|---|
| Alarm Type | diaNoCommonApp |
| Alarm Code | 1415 |
| Severity | Critical |
| Aggregation Policy | A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "mvnold"=12 "srcProcess"="<Application Name>" "realm"="ruckus.com" "originHost" = "Node1" "SCGMgmtIp"="2.2.2.2" "peerName"=ÖCS1 "peerRealmName" = "organization.com" "desc" = "No common App with peer" |
| Displayed on the web interface | [[srcProcess]] No common App with Peer [[peerName]] Realm [[peerRealmName]] on {produce.short.name} [[SCGMgmtIp]] |
| Description | This alarm is triggered when the common application is not with the peer. |
| Recommended Actions | Verify that the peer is in the remote service configuration and is sending the capability negotiation message that the authentication application identifier is not compliant to the remote service. |

Process initiated

NOTE

This alarm is not applicable for vSZ-H.

TABLE 166 Process initiated alarm

| Alarm | Process initiated |
|--------------------------------|---|
| Alarm Type | processInit |
| Alarm Code | 5001 |
| Severity | Major |
| Aggregation Policy | From the event code 5001 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | PMIPv6 process got re-started on {produce.short.name} [{SCGMgmtIp}] |
| Description | This alarm is logged when PMIPv6 process restarts. |
| Recommended Actions | A manual intervention is required. Download the PMIPv6d log file from the controller to check the cause of error. |

PMIPv6 unavailable

NOTE

This alarm is not applicable for vSZ-H.

TABLE 167 PMIPv6 unavailable alarm

| Alarm | PMIPv6 unavailable |
|--------------------------------|--|
| Alarm Type | pmipUnavailable |
| Alarm Code | 5002 |
| Severity | Critical |
| Aggregation Policy | From the event code 5002 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | PMIPv6 process is not stable on {produce.short.name} [{SCGMgmtIp}] |
| Description | This alarm is logged when the PMIPv6 process repeatedly restarts and is not stable. |
| Recommended Actions | Check the PMIPv6d application log and status from the controller web interface. |

Memory allocation failed

NOTE

This alarm is not applicable for vSZ-H.

TABLE 168 Memory allocation failed alarm

| Alarm | Memory allocation failed |
|------------|--------------------------|
| Alarm Type | unallocatedMemory |

TABLE 168 Memory allocation failed alarm (continued)

| | |
|--------------------------------|--|
| Alarm | Memory allocation failed |
| Alarm Code | 5003 |
| Severity | Critical |
| Aggregation Policy | From the event code 5003 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Insufficient Heap Memory in PMIPv6 process at {produce.short.name} [{SCGMgmtIp}] |
| Description | This alarm is logged when the memory allocation fails in the PMIPv6 process. |
| Recommended Actions | Check the PMIPv6d application log and status from the controller web interface. |

NOTE

Refer to [System Alarms](#) on page 131.

The last one data plane is disconnected zone affinity profile alarm

TABLE 169 The last one data plane is disconnected zone affinity profile alarm

| | |
|--------------------------------|---|
| Alarm | The last one data plane is disconnected zone affinity profile |
| Alarm Type | zoneAffinityLastDpDisconnected |
| Alarm Code | 1267 |
| Severity | Informational |
| Aggregation Policy | From the event code 1267 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "dpName"="xxxxxxx", "dpKey"="xx:xx:xx:xx:xx:xx", "zoneAffinityProfileId"="xxxxxxx" |
| Displayed on the web interface | The Last one Data Plane[{dpName}&&dpKey}] is disconnected Zone Affinity profile[{zoneAffinityProfileId}]. |
| Description | This alarm is logged when the last data plane is disconnected from the zone affinity. |
| Recommended Actions | |

NOTE

Refer to [System Events](#) on page 349.

Switch

Following are the alarms related to switch severity:

- [Power supply failure](#) on page 145
- [Fan failure](#) on page 145
- [Module insertion](#) on page 146
- [Module removal](#) on page 146
- [Temperature above threshold warning](#) on page 146

- [Stack member unit failure](#) on page 147
- [PoE power allocation failure](#) on page 147
- [DHCP_Snooping: DHCP offer dropped message](#) on page 147
- [Port put into error disable state](#) on page 148
- [Switch offline](#) on page 148
- [Switch duplicated](#) on page 148
- [Reject certificate signing request](#) on page 149
- [Pending certificate signing request](#) on page 149
- [Switch CPU major threshold exceed](#) on page 150
- [Switch CPU critical threshold exceed](#) on page 150
- [Switch memory major threshold exceed](#) on page 150
- [Switch memory critical threshold exceed](#) on page 151
- [Switch custom major threshold exceed](#) on page 151
- [Switch custom critical threshold exceed](#) on page 151

Power supply failure

TABLE 170 Power supply failure alarm

| Alarm | Power supply failure |
|--------------------------------|---|
| Alarm Type | PowerSupplyfailure |
| Alarm Code | 20000 |
| Severity | Critical |
| Aggregation Policy | From the event code 20000, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x",switchName = "x", "switchMsg"="x" |
| Displayed on the web interface | [[{switchSerialNumber} / {switchName}] {switchMsg} EX: System: Stack unit 3 Power supply 2 is not present |
| Description | This alarm is triggered when there is power supply failure. |
| Recommended Actions | Check the status of Switch power supply. |

Fan failure

TABLE 171 Fan failure alarm

| Alarm | Fan failure |
|--------------------------------|--|
| Alarm Type | FanFailure |
| Alarm Code | 20001 |
| Severity | Critical |
| Aggregation Policy | From the event code 20001, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x",switchName = "x", "switchMsg"="x" |
| Displayed on the web interface | [[{switchSerialNumber} / {switchName}] {switchMsg} EX: System: Stack unit unit# Fan fan# (description), failed |
| Description | This alarm is triggered when there is fan failure. |

TABLE 171 Fan failure alarm (continued)

| | |
|---------------------|---------------------------------|
| Alarm | Fan failure |
| Recommended Actions | Check the status of Switch fan. |

Module insertion

TABLE 172 Module insertion alarm

| | |
|--------------------------------|--|
| Alarm | Module insertion |
| Alarm Type | ModuleInsertion |
| Alarm Code | 20002 |
| Severity | Critical |
| Aggregation Policy | From the event code 20002, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x",switchName = "x", "switchMsg"="x" |
| Displayed on the web interface | [[switchSerialNumber] / {switchName}] {switchMsg} EX: System: Module inserted to slot %d in unit %d |
| Description | This alarm is triggered when the module is inserted into the slot. |
| Recommended Actions | Check slot module. |

Module removal

TABLE 173 Module removal alarm

| | |
|--------------------------------|--|
| Alarm | Module removal |
| Alarm Type | ModuleRemoval |
| Alarm Code | 20003 |
| Severity | Critical |
| Aggregation Policy | From the event code 20003, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x",switchName = "x", "switchMsg"="x" |
| Displayed on the web interface | [[switchSerialNumber] / {switchName}] {switchMsg} EX: System: Module removed from slot %d in unit %d |
| Description | This alarm is triggered when the module is removed from the slot. |
| Recommended Actions | Check slot module. |

Temperature above threshold warning

TABLE 174 Temperature above threshold warning alarm

| | |
|--------------------|--|
| Alarm | Temperature above threshold warning |
| Alarm Type | TemperatureAboveThresholdWarning |
| Alarm Code | 20004 |
| Severity | Critical |
| Aggregation Policy | From the event code 20004, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x",switchName = "x", "switchMsg"="x" |

TABLE 174 Temperature above threshold warning alarm (continued)

| | |
|--------------------------------|--|
| Alarm | Temperature above threshold warning |
| Displayed on the web interface | {{switchSerialNumber} / {switchName}} {switchMsg} EX: Temperature is over warning level. |
| Description | This alarm is triggered when the temperature is above the warning level. |
| Recommended Actions | Check the status of Switch unit. |

Stack member unit failure

TABLE 175 Stack member unit failure alarm

| | |
|--------------------------------|--|
| Alarm | Stack member unit failure |
| Alarm Type | StackMemberUnitFailure |
| Alarm Code | 20005 |
| Severity | Critical |
| Aggregation Policy | From the event code 20005, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x",switchName = "x", "switchMsg"="x" |
| Displayed on the web interface | {{switchSerialNumber} / {switchName}} {switchMsg} EX: Stack: Stack unit # has been deleted from the stack system |
| Description | This alarm is triggered when the stack unit is deleted from the stack system. |
| Recommended Actions | Check Stack status. |

PoE power allocation failure

TABLE 176 PoE power allocation failure alarm

| | |
|--------------------------------|---|
| Alarm | PoE power allocation failure |
| Alarm Type | PoePowerAllocationFailure |
| Alarm Code | 20006 |
| Severity | Critical |
| Aggregation Policy | From the event code 20006, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x",switchName = "x", "switchMsg"="x" |
| Displayed on the web interface | {{switchSerialNumber} / {switchName}} {switchMsg} EX: PoE: Failed power allocation of %d mwatts on port %p. Will retry when more power budget |
| Description | This alarm is triggered when there is POE power allocation failure. |
| Recommended Actions | Check PoE power status. |

DHCP_Snooping: DHCP offer dropped message

TABLE 177 DHCP_Snooping: DHCP offer dropped message alarm

| | |
|------------|---|
| Alarm | DHCP_Snooping: DHCP offer dropped message |
| Alarm Type | DhcpOfferDroppedMessage |
| Alarm Code | 20007 |

TABLE 177 DHCP_Snooping: DHCP offer dropped message alarm (continued)

| | |
|--------------------------------|--|
| Alarm | DHCP_Snooping: DHCP offer dropped message |
| Severity | Critical |
| Aggregation Policy | From the event code 20007, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x",switchName = "x", "switchMsg"="x" |
| Displayed on the web interface | {{switchSerialNumber} / {switchName}} {switchMsg} EX: DHCP_Snooping: DHCP offer dropped message |
| Description | This alarm is triggered when there is DHCP Snooping. |
| Recommended Actions | Check network environment and DHCP status. |

Port put into error disable state

TABLE 178 Port put into error disable state alarm

| | |
|--------------------------------|---|
| Alarm | Port put into error disable state |
| Alarm Type | PortPutIntoErrorDisableState |
| Alarm Code | 20008 |
| Severity | Critical |
| Aggregation Policy | From the event code 20008, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x",switchName = "x", "switchMsg"="x" |
| Displayed on the web interface | {{switchSerialNumber} / {switchName}} {switchMsg} EX: ERR_DISABLE: Link flaps on port %s %p exceeded threshold; port in err-disable state |
| Description | This alarm is triggered when the port is in error-disable state. |
| Recommended Actions | Check port status. |

Switch offline

TABLE 179 Switch offline alarm

| | |
|--------------------------------|--|
| Alarm | Switch offline |
| Alarm Type | SwitchOffline |
| Alarm Code | 21000 |
| Severity | Warning |
| Attribute | "switchSerialNumber"="x",switchName = "x" |
| Displayed on the web interface | {{switchSerialNumber} / {switchName}} offline for more than 15 minutes |
| Description | This alarm is triggered when the switch is offline. |
| Recommended Actions | Check Switch unit status. |

Switch duplicated

TABLE 180 Switch duplicated alarm

| | |
|------------|-------------------|
| Alarm | Switch duplicated |
| Alarm Type | SwitchDuplicated |

TABLE 180 Switch duplicated alarm (continued)

| | |
|--------------------------------|--|
| Alarm | Switch duplicated |
| Alarm Code | 21002 |
| Severity | Warning |
| Attribute | "switchSerialNumber"="x",switchName = "x", "switchMac"="aa:bb:cc:dd:ee:ff", "duplicatedSwitchSerialNumber"="x", "duplicatedSwitchName"="x" |
| Displayed on the web interface | [[switchSerialNumber] / {switchName}] A duplicated switch mac address from ({duplicatedSwitchSerialNumber}/{duplicatedSwitchName}) is coming while existing one ({switchMac}) is online. |
| Description | This alarm is triggered when the switch is duplicated. |
| Recommended Actions | Check the duplicated switches. |

Reject certificate signing request

TABLE 181 Reject certificate signing request alarm

| | |
|--------------------------------|--|
| Alarm | Reject certificate signing request |
| Alarm Type | rejectCertificateSigningRequest |
| Alarm Code | 22003 |
| Severity | Major |
| Aggregation Policy | From the event code 22003, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x" |
| Displayed on the web interface | [SCEP - {switchSerialNumber}] Reject Certificate Signing Request. |
| Description | This alarm is triggered when there is a SCEP Reject certificate signing request. |
| Recommended Actions | Check if the switches are under the trust list. |

Pending certificate signing request

TABLE 182 Pending certificate signing request alarm

| | |
|--------------------------------|--|
| Alarm | Pending certificate signing request |
| Alarm Type | pendingCertificateSigningRequest |
| Alarm Code | 22004 |
| Severity | Major |
| Aggregation Policy | From the event code 22004, an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x" |
| Displayed on the web interface | [SCEP - {switchSerialNumber}] Pending Certificate Signing Request. |
| Description | This alarm is triggered when there is a SCEP Pending certificate signing request. |

Switch CPU major threshold exceed

TABLE 183 Switch CPU major threshold exceed alarm

| Alarm | Switch CPU major threshold exceed |
|--------------------------------|--|
| Alarm Type | majorCpuThresholdExceed |
| Alarm Code | 22011 |
| Severity | Major |
| Aggregation Policy | From the event code 22011 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x", cpuUsage="x%" (Warning Threshold - Critical Threshold),switchName = "x", switchMac = "xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | [CPU Usage - {switchSerialNumber}] CPU major threshold {cpuUsage} exceeded on Switch {switchName&switchMac} |
| Description | This alarm is triggered when the CPU usage exceeds the major threshold limit, which is based on the utilization rate. |

Switch CPU critical threshold exceed

TABLE 184 Switch CPU critical threshold exceed alarm

| Alarm | Switch CPU critical threshold exceed |
|--------------------------------|--|
| Alarm Type | criticalCpuThresholdExceed |
| Alarm Code | 22012 |
| Severity | Critical |
| Aggregation Policy | From the event code 22012 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x", cpuUsage="x%" (Major Threshold - 100%),switchName = "x", switchMac = "xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | [CPU Usage - {switchSerialNumber}] CPU critical threshold {cpuUsage} exceeded on Switch {switchName&switchMac} |
| Description | This alarm is triggered when the CPU usage exceeds the critical threshold limit, which is based on the utilization rate. |

Switch memory major threshold exceed

TABLE 185 Switch memory major threshold exceed alarm

| Alarm | Switch memory major threshold exceed |
|--------------------------------|---|
| Alarm Type | majorMemoryThresholdExceed |
| Alarm Code | 22021 |
| Severity | Major |
| Aggregation Policy | From the event code 22021 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x", memoryUsage="x%" (Warning Threshold - Critical Threshold),switchName = "x", switchMac = "xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | [Memory Usage - {switchSerialNumber}] Memory major threshold {memoryUsage} exceeded on Switch {switchName&switchMac} |

TABLE 185 Switch memory major threshold exceed alarm (continued)

| | |
|-------------|---|
| Alarm | Switch memory major threshold exceed |
| Description | This alarm is triggered when the memory capacity exceeds the major threshold limit, which is based on the utilization rate. |

Switch memory critical threshold exceed

TABLE 186 Switch memory critical threshold exceed alarm

| | |
|--------------------------------|---|
| Alarm | Switch memory critical threshold exceed |
| Alarm Type | criticalMemoryThresholdExceed |
| Alarm Code | 22022 |
| Severity | Critical |
| Aggregation Policy | From the event code 22021 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "switchSerialNumber"="x", memoryUsage="x%" (Major Threshold - 100%),switchName = "x", switchMac = "xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | [Memory Usage - {switchSerialNumber}] Memory critical threshold {memoryUsage} exceeded on Switch {switchName&switchMac} |
| Description | This alarm is triggered when the memory usage exceeds the critical threshold limit, which is based on the utilization rate. |

Switch custom major threshold exceed

TABLE 187 Switch custom major threshold exceed alarm

| | |
|--------------------------------|---|
| Alarm | Switch custom major threshold exceed |
| Alarm Type | hitMajorSwitchCombinedEvent |
| Alarm Code | 22031 |
| Severity | Major |
| Aggregation Policy | From the event code 22031 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | UserDefinedDescription = "x" |
| Displayed on the web interface | [Custom Major Event] {userDefinedDescription} |
| Description | This alarm is triggered when the switch custom crosses the threshold limit. |

Switch custom critical threshold exceed

TABLE 188 Switch custom critical threshold exceed alarm

| | |
|--------------------|---|
| Alarm | Switch custom critical threshold exceed |
| Alarm Type | hitCriticalSwitchCombinedEvent |
| Alarm Code | 22032 |
| Severity | Critical |
| Aggregation Policy | From the event code 22032 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | UserDefinedDescription = "x" |

TABLE 188 Switch custom critical threshold exceed alarm (continued)

| Alarm | Switch custom critical threshold exceed |
|--------------------------------|--|
| Displayed on the web interface | [Custom Critical Event] {userDefinedDescription} |
| Description | This alarm is triggered when the switch custom crosses the critical threshold limit. |

Threshold Alarms

Following are the alarms related to threshold system set:

- [CPU threshold exceeded](#) on page 152
- [Memory threshold exceeded](#) on page 153
- [Disk usage threshold exceeded](#) on page 153
- [The drop of client count threshold exceeded](#) on page 154
- [License threshold exceeded](#) on page 154
- [Rate limit for TOR surpassed](#) on page 154
- [The number of users exceeded its limit](#) on page 155
- [The number of devices exceeded its limit](#) on page 155
- [Over AP maximum capacity](#) on page 156

CPU threshold exceeded

TABLE 189 CPU threshold exceeded alarm

| Alarm | CPU threshold exceeded |
|--------------------------------|---|
| Alarm Type | cpuThresholdExceeded |
| Alarm Code | 950 |
| Severity | Critical |
| Aggregation Policy | From the event code 950 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 953. |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx", "perc"="XX" |
| Displayed on the web interface | CPU threshold [{perc}%] exceeded on control plane [{nodeName}-C]. |
| Description | This alarm is triggered when the CPU usage exceeds the threshold limit. The CPU threshold value is 80%. |
| Recommended Actions | <p>Check CPU/memory/disk information for any unexpected value. Keep monitoring the CPU for higher values than the threshold or set it to only one peak value. If the CPU value is high, please take a snapshot log, containing the information and send it to Ruckus support.</p> <p>Alternatively, if an application is abnormal, restart the service or restart the controller. This may resolve the issue.</p> |

Memory threshold exceeded

TABLE 190 Memory threshold exceeded alarm

| Alarm | Memory threshold exceeded |
|--------------------------------|---|
| Alarm Type | memoryThresholdExceeded |
| Alarm Code | 951 |
| Severity | Critical |
| Aggregation Policy | From the event code 951 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 954. |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx", "perc"="XX" |
| Displayed on the web interface | Memory threshold [{perc}%] exceeded on control plane [{nodeName}-C]. |
| Description | This alarm is triggered when the memory usage exceeds the threshold limit. The memory threshold value is 85% for SCG and 90% for vSZ-H. |
| Recommended Actions | <p>Check CPU/memory/disk information for any unexpected value. Keep monitoring the CPU for higher values than the threshold or set it to only one peak value. If the CPU value is high, please take a snapshot log, containing the information and send it to Ruckus support.</p> <p>Alternatively, if an application is abnormal, restart the service or restart the controller. This may resolve the issue.</p> |

Disk usage threshold exceeded

TABLE 191 Disk usage threshold exceeded alarm

| Alarm | Disk usage threshold exceeded |
|--------------------------------|--|
| Alarm Type | diskUsageThresholdExceeded |
| Alarm Code | 952 |
| Severity | Critical |
| Aggregation Policy | From the event code 952 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 955. |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx", "perc"="XX" |
| Displayed on the web interface | Disk usage threshold [{perc}%] exceeded on control plane [{nodeName}-C]. |
| Description | This alarm is triggered when the disk usage exceeds the threshold limit. The disk threshold value is 80%. |
| Recommended Actions | <p>Check the backup files for disk usage. Each backup file may occupy a large disk space based on the database size. If there are multiple backup files/versions in the controller, it is recommended to delete the older backup files to free disk usage. If the problem persists, please take a screen shot and send it to Ruckus support.</p> |

The drop of client count threshold exceeded

TABLE 192 The drop of client count threshold exceeded alarm

| | |
|--------------------------------|---|
| Alarm | The drop of client count threshold exceeded |
| Alarm Type | clientCountDropThresholdExceeded |
| Alarm Code | 956 |
| Severity | Major |
| Aggregation Policy | From the event code 956 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "perc"="XX" |
| Displayed on the web interface | The drop of client count exceeded threshold [{perc}%] in cluster. |
| Description | This alarm is triggered when client count drop exceeds the threshold limit. |

License threshold exceeded

TABLE 193 License threshold exceeded alarm

| | |
|--------------------------------|---|
| Alarm | License threshold exceeded |
| Alarm Type | licenseThresholdExceeded |
| Alarm Code | 960 |
| Severity | Critical 90% Major 80% |
| Aggregation Policy | From the event code 960 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | "perc"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx", "nodeName"="box1", "licenseType"="SG00" |
| Displayed on the web interface | [{licenseType}] limit reached at [{perc}%]. |
| Description | This alarm is triggered when maximum number of licenses is utilized. |
| Recommended Actions | Check the license purchase and usage numbers. Alternatively, you would need to buy new licenses. |

Rate limit for TOR surpassed

TABLE 194 Rate limit for TOR surpassed alarm

| | |
|--------------------|---|
| Alarm | Rate limit for TOR surpassed |
| Alarm Type | rateLimitTORSurpassed |
| Alarm Code | 1302 |
| Severity | Critical |
| Aggregation Policy | From the event code 1302 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 1301. |
| Attribute | "mvnold"="12", "wlanId"="1", "zoneld"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="radiusd", "UserName"="abc@xyz.com", "realm"="wlan.3gppnetwor" |

TABLE 194 Rate limit for TOR surpassed alarm (continued)

| Alarm | Rate limit for TOR surpassed |
|--------------------------------|--|
| | "SCGMgmtIp"="2.2.2.2", "aaaSrvrIp"="1.1.1.1" "AAAServerType"="Auth/Acct", "ueMacAddr"="aa:bb:cc:gg:hh:ii" "MOR"=1000, "THRESHOLD"="500", "TOR"="501" |
| Displayed on the web interface | Maximum Outstanding Requests (MOR) surpassed for AAA Server [{aaaSrvrIp}] and ServerType [{AAAServerType}]. Dropping requests to be proxied to AAA. |
| Description | This alarm is triggered when maximum outstanding requests (MOR) is surpassed. |
| Recommended Actions | Download the SM log file from the controller web interface to check the error cause. |

The number of users exceeded its limit

TABLE 195 The number of users exceeded its limit

| Alarm | The number of users exceeded its limit |
|--------------------------------|--|
| Alarm Type | tooManyUsers |
| Alarm Code | 7003 |
| Severity | Major |
| Aggregation Policy | From the event code 7001 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | No attributes for this alarm. |
| Displayed on the web interface | The number of users exceed the specified limit. |
| Description | This alarm is triggered when the number of users exceeds the specified limit. |
| Recommended Actions | No action is required. |

The number of devices exceeded its limit

TABLE 196 The number of devices exceeded its limit alarm

| Alarm | The number of devices exceeded its limit |
|--------------------------------|--|
| Alarm Type | tooManyDevices |
| Alarm Code | 7004 |
| Severity | Major |
| Aggregation Policy | From the event code 7002 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | No attributes for this alarm. |
| Displayed on the web interface | The number of devices exceeded the limit. |
| Description | This alarm is triggered the number of devices exceeds the specified limit. |
| Recommended Actions | No action is required. |

NOTE

Refer to [Threshold Events](#) on page 376.

Over AP maximum capacity

TABLE 197 Over AP maximum capacity alarm

| | |
|--------------------------------|--|
| Alarm | Over AP maximum capacity |
| Alarm Type | apCapacityReached |
| Alarm Code | 962 |
| Severity | Warning |
| Aggregation Policy | From the event code 962, an alarm is raised for every event. A single event triggers a single alarm. |
| Displayed on the web interface | The volume of AP is over system capacity. |
| Description | This alarm is triggered when the volume of AP is over system capacity. |

Tunnel Alarms - Access Point

Following are the alarms related to tunnel.

- [AP softGRE gateway not reachable](#) on page 156
- [AP is disconnected from secure gateway](#) on page 156
- [AP secure gateway association failure](#) on page 157

AP softGRE gateway not reachable

TABLE 198 AP softGRE gateway not reachable alarm

| | |
|--------------------------------|---|
| Alarm | AP softGRE gateway not reachable |
| Alarm Type | apSoftGREGatewayNotReachable |
| Alarm Code | 614 |
| Severity | Critical |
| Aggregation Policy | From the event code 614 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 613. |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "softGREGatewayList"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] is unable to reach the following gateways: [{{softGREGatewayList}}] |
| Description | The AP fails to connect to the soft-GRE gateway. |
| Recommended Actions | Check the primary and secondary soft-GRE gateway. |

AP is disconnected from secure gateway

TABLE 199 AP is disconnected from secure gateway alarm

| | |
|------------|--|
| Alarm | AP is disconnected from secure gateway |
| Alarm Type | ipsecTunnelDisassociated |
| Alarm Code | 661 |
| Severity | Major |

TABLE 199 AP is disconnected from secure gateway alarm (continued)

| | |
|--------------------------------|---|
| Alarm | AP is disconnected from secure gateway |
| Aggregation Policy | From the event code 661 an alarm is raised for every event. A single event triggers a single alarm. |
| Attribute | apMac="xx:xx:xx:xx:xx:xx","ipsecGWAddress"="x.x.x.x" |
| Displayed on the web interface | AP [{apName&&apMac}] is disconnected from secure gateway [{ipsecGWAddress}]. |
| Description | This alarm is triggered when the AP is disconnected from secure gateway. |
| Recommended Actions | No action required. |

AP secure gateway association failure

TABLE 200 AP secure gateway association failure alarm

| | |
|--------------------------------|---|
| Alarm | AP secure gateway association failure |
| Alarm Type | ipsecTunnelAssociateFailed |
| Alarm Code | 662 |
| Severity | Major |
| Aggregation Policy | From the event code 662 an alarm is raised for every event. A single event triggers a single alarm. |
| Auto Clearance | The alarm code is auto cleared with the event code 660 |
| Attribute | apMac="xx:xx:xx:xx:xx:xx","ipsecGWAddress"="x.x.x.x" |
| Displayed on the web interface | AP [{apName&&apMac}] is unable to establish secure gateway with [{ipsecGWAddress}] |
| Description | This alarm is triggered when the AP is unable to connect to the secure gateway. |
| Recommended Actions | No action required. |

NOTE

Refer to [Tunnel Events - Access Point \(AP\)](#) on page 382.

Events Types

| | |
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3rd Party Access Point Events

NOTE

This event is not applicable for vSZ-H.

Following event is related to 3rd party access points.

- [3rd party AP connected](#) on page 160

3rd party AP connected

TABLE 201 3rdparty AP connected event

| | |
|--------------------------------|--|
| Event | 3rd party AP connected |
| Event Type | 3rdPartyAPConnected |
| Event Code | 1801 |
| Severity | Debug |
| Attribute | "mvnold"=12,"zoneId"=10 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "SCGMgmtIp"="2.2.2.2" "apMac"="aa:bb:cc:dd:ee:aa" "apIpAddress"="10.1.4.11" "srcProcess"="radius" |
| Displayed on the web interface | 3rd Party AP with Ip [{apIpAddress}] and MAC [{apMac}] is connected to Control plane [{ctrlBladeMac}] in zone [{zoneName}] |
| Description | This event occurs when a non-Ruckus AP connects to the controller. |

Accounting Events

NOTE

This event is not applicable for vSZ-H.

Following events are related to accounting.

- [Accounting session disabled](#) on page 160
- [Accounting server not reachable](#) on page 161
- [Accounting failed over to secondary](#) on page 161
- [Accounting fallback to primary](#) on page 162
- [AP accounting message mandatory parameter missing](#) on page 162
- [Unknown realm](#) on page 162
- [AP accounting message decode failed](#) on page 163
- [AP accounting retransmission message dropped](#) on page 163
- [AP accounting response while invalid config](#) on page 164
- [AP account message drop while no accounting start message](#) on page 164
- [Unauthorized COA/DM message dropped](#) on page 165

Accounting session disabled

NOTE

This event is not applicable for vSZ-H.

TABLE 202 Accounting session disabled event

| | |
|------------|-----------------------------|
| Event | Accounting session disabled |
| Event Type | accSessDisabled |
| Event Code | 1234 |
| Severity | Debug |

TABLE 202 Accounting session disabled event (continued)

| Event | Accounting session disabled |
|--------------------------------|--|
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"=10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345","ueMsisdn"="98787" |
| Displayed on the web interface | Accounting session disabled for UE with IMSI [{{uelmsi}}] and MSISDN [{{ueMsisdn}}] at {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when the accounting is disabled for the session. |

Accounting server not reachable

NOTE

This event is not applicable for vSZ-H.

TABLE 203 Accounting server not reachable event

| Event | Accounting server not reachable |
|--------------------------------|---|
| Event Type | accSrvrNotReachable |
| Event Code | 1602 |
| Severity | Major |
| Attribute | "mvnold"="12", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="radiusd", "realm"="wlan.3gppnetwork.org", "radProxyIp"="7.7.7.7", "accSrvrIp"="30.30.30.30", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Accounting Server [{{accSrvrIp}}] not reachable from Radius Proxy [{{radProxyIp}}] on {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when the controller is unable to connect to either the primary or secondary accounting server. |

Accounting failed over to secondary

NOTE

This event is not applicable for vSZ-H.

TABLE 204 Accounting failed over to secondary event

| Event | Accounting failed over to secondary |
|--------------------------------|--|
| Event Type | accFailedOverToSecondary |
| Event Code | 1653 |
| Severity | Major |
| Attribute | "mvnold"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"= "wlan.mnc080.mcc405.3gppnetwork.org" "radProxyIp"="7.7.7.7" "primary"="20.20.20.20" "secondary"="30.30.30.30" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Radius Server Failed Over from Primary [{{primary}}] to Secondary [{{secondary}}] on Radius Proxy [{{radProxyIp}}] on {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when the secondary accounting RADIUS server is available after the primary server becomes zombie or dead. |

Accounting fallback to primary

NOTE

This event is not applicable for vSZ-H.

TABLE 205 Accounting fallback to primary event

| Event | Accounting fallback to primary |
|--------------------------------|---|
| Event Type | accFallbackToPrimary |
| Event Code | 1654 |
| Severity | Major |
| Attribute | "mvsold"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"= "wlan.mnc080.mcc405.3gppnetwork.org" "radProxyIp"="7.7.7.7" "primary"="20.20.20.20" "secondary"="30.30.30.30" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Radius Server Fallback to Primary [{primary}] from Secondary [{secondary}] on Radius Proxy [{radProxyIp}] on {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when the automatic fallback is enabled. The accounting failover to secondary server has occurred, the revival timer for primary server has expired and the requests falls back to the primary server. |

AP accounting message mandatory parameter missing

NOTE

This event is not applicable for vSZ-H.

TABLE 206 AP accounting message mandatory parameter missing event

| Event | AP accounting message mandatory parameter missing |
|--------------------------------|---|
| Event Type | apAcctMsgMandatoryPrmMissing |
| Event Code | 1901 |
| Severity | Critical |
| Attribute | "mvsold"="12","wlanId"="1","zoned"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "userName" = "hello@world.com", "SCGMgmtIp"="2.2.2.2", "ueMacAddr"="aa:bb:cc:gg:hh:ii", "ueMsisdn"="98787","apIpAddress"="10.1.4.11" |
| Displayed on the web interface | [{srcProcess}] Mandatory attribute missing in Accounting Packet received from AP [{apIpAddress}] on {produce.short.name} [{SCGMgmtIp}], with username [{userName}] |
| Description | This event occurs when the controller fails to the find the mandatory parameter in the RADIUS accounting message received from the AP. This is a mandatory parameter for generating the W-AN-CDR. |

Unknown realm

NOTE

This event is not applicable for vSZ-H.

TABLE 207 Unknown realm event

| Event | Unknown realm |
|------------|------------------------|
| Event Type | unknownRealmAccounting |

TABLE 207 Unknown realm event (continued)

| Event | Unknown realm |
|--------------------------------|---|
| Event Code | 1902 |
| Severity | Debug |
| Attribute | "mvnold"="12", "wlanId"="1", "zoneId"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "userName"="acb@xyz.com", "SCGMgmtIp"="2.2.2.2", "ueMacAddr"="aa:bb:cc:gg:hh:ii", "ueMsisdn"="98787", "apIpAddress"="10.1.4.11" |
| Displayed on the web interface | [[srcProcess]] Failed to find realm for Accounting Packet received from AP [[apIpAddress]] on {produce.short.name} [[SCGMgmtIp]], with username [[userName]] |
| Description | This event occurs when the controller fails to find realm configuration for the accounting messages received from the AP. |

AP accounting message decode failed

NOTE

This event is not applicable for vSZ-H.

TABLE 208 AP accounting message decode failed event

| Event | AP accounting message decode failed |
|--------------------------------|---|
| Event Type | apAcctMsgDecodeFailed |
| Event Code | 1904 |
| Severity | Critical |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "SCGMgmtIp"="2.2.2.2", "apIpAddress"="10.1.4.11" |
| Displayed on the web interface | [[srcProcess]] Malformed Accounting Packet received from AP [[apIpAddress]] on {produce.short.name} [[SCGMgmtIp]], with username [[userName]] |
| Description | This event occurs when the AP accounting message decode fails due to receipt of a malformed packet. |

AP accounting retransmission message dropped

NOTE

This event is not applicable for vSZ-H.

TABLE 209 AP accounting retransmission message dropped event

| Event | AP accounting retransmission message dropped |
|------------|--|
| Event Type | apAcctRetransmittedMsgDropped |
| Event Code | 1908 |
| Severity | Debug |
| Attribute | mvnold"=12 "wlanId"=1, "zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii", "uelmsi"="12345", "ueMsisdn"="98787" "apIpAddress"="10.1.4.11" |

TABLE 209 AP accounting retransmission message dropped event (continued)

| Event | AP accounting retransmission message dropped |
|--------------------------------|---|
| Displayed on the web interface | [[srcProcess]] Accounting message from AP [[apIpAddress]] on {produce.short.name} [[SCGMgmtIp]] dropped, {produce.short.name} did not receive Accounting start message. |
| Description | This event occurs when the retransmitted accounting message is dropped while the call detail record is generated and the transfer to charging gateway function server is in progress. |

AP accounting response while invalid config

TABLE 210 AP accounting response while invalid config event

| Event | AP accounting response while invalid config |
|--------------------------------|--|
| Event Type | apAcctRespWhileInvalidConfig |
| Event Code | 1909 |
| Severity | Debug |
| Attribute | mvnold=12 "wlanId"=1,"zoneld"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut" "realm"="wlan.3gppnetwork.org", "userName"="abc@xyz.com", "SCGMgmtIp"="2.2.2.2","apIpAddress"="10.1.4.11" |
| Displayed on the web interface | [[srcProcess]] sending dummy response for Accounting Packet received from AP [[apIpAddress]] on {produce.short.name} [[SCGMgmtIp]], with username [[userName]]. Configuration is incorrect in {produce.short.name} to forward received message nor to generate CDR |
| Description | This event occurs when the controller sends a dummy response to the AP accounting message since the configuration in the controller is incorrect. The event could either occur when forwarding received messages or when generating call detail records. |

AP account message drop while no accounting start message

TABLE 211 AP account message drop while no accounting start message event

| Event | AP account message drop while no accounting start message |
|--------------------------------|--|
| Event Type | apAcctMsgDropNoAcctStartMsg |
| Event Code | 1910 |
| Severity | Critical |
| Attribute | mvnold=12 "wlanId"=1,"zoneld"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org", "userName"="abc@xyz.com","SCGMgmtIp"="2.2.2.2", "apIpAddress"="10.1.4.11" |
| Displayed on the web interface | [[srcProcess]] Dropped Accounting Packet received from AP [[apIpAddress]] on {produce.short.name} [[SCGMgmtIp]], with username [[userName]]. Accounting session timer expired, stop or interim message not received, as Account Start not received from NAS/AP |
| Description | This event occurs when the accounting session timer expires. Stop or interim messages are not received since the account start is not received from the network access server (NAS) or access point (AP). |

Unauthorized COA/DM message dropped

TABLE 212 Unauthorized COA/DM message dropped event

| | |
|--------------------------------|---|
| Event | Unauthorized COA/DM message dropped |
| Event Type | unauthorizedCoaDmMessageDropped |
| Event Code | 1911 |
| Severity | Critical |
| Attribute | mvnold="12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "userName"="abc@xyz.com", "radSrvrIp"="7.7.7.7","SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | {{srcProcess}} Dropped CoA/DM Packet received from AAA {{radSrvrIp}} on {produce.short.name} {{SCGMgmtIp}}, with username {{userName}}. Received message from unauthorized AAA |
| Description | This event occurs when the controller receives a change of authorization (CoA) or dynamic multipoint (DM) messages from an unauthorized AAA server. |

NOTE

Refer to [Accounting Alarms](#) on page 65.

AP Authentication Events

Following are the events related to authentication.

- [Radius server reachable](#) on page 166
- [Radius server unreachable](#) on page 166
- [LDAP server reachable](#) on page 166
- [LDAP server unreachable](#) on page 167
- [AD server reachable](#) on page 167
- [AD server unreachable](#) on page 167
- [Wechat ESP authentication server reachable](#) on page 168
- [WeChat ESP authentication server unreachable](#) on page 168
- [WeChat ESP authentication server resolvable](#) on page 168
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- [WeChat ESP DNAT server reachable](#) on page 169
- [WeChat ESP DNAT server unreachable](#) on page 170
- [WeChat ESP DNAT server resolvable](#) on page 170
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- [Authentication Attempts](#) on page 171
- [Authentication Unsuccessful](#) on page 171
- [Authentication Re-attempt](#) on page 171
- [Authentication 8021](#) on page 172
- [AP Local Session Timeout](#) on page 172

- [AP Remote Session Timeout](#) on page 172
- [AP Interactive Session Termination](#) on page 172

Radius server reachable

TABLE 213 Radius server reachable event

| Event | Radius server reachable |
|--------------------------------|---|
| Event Type | radiusServerReachable |
| Event Code | 2101 |
| Severity | Informational |
| Attribute | apMac="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP {{apName&&apMac}} is able to reach radius server [{{ip}}] successfully. |
| Description | This event occurs when the AP is able to reach the radius server successfully. |

Radius server unreachable

TABLE 214 Radius server unreachable event

| Event | Radius server unreachable |
|--------------------------------|---|
| Event Type | radiusServerUnreachable |
| Event Code | 2102 |
| Severity | Major |
| Attribute | apMac="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP {{apName&&apMac}} is unable to reach radius server [{{ip}}]. |
| Description | This event occurs when the AP is unable to reach the radius server. |
| Auto Clearance | This event triggers the alarm 2102, which is auto cleared by the event code 2101 |

LDAP server reachable

TABLE 215 LDAP server reachable event

| Event | LDAP server reachable |
|--------------------------------|---|
| Event Type | ldapServerReachable |
| Event Code | 2121 |
| Severity | Informational |
| Attribute | apMac="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP {{apName&&apMac}} is able to reach LDAP server [{{ip}}] successfully. |

TABLE 215 LDAP server reachable event (continued)

| | |
|-------------|--|
| Event | LDAP server reachable |
| Description | This event occurs when AP is able to reach the lightweight directory access protocol (LDAP) server successfully. |

LDAP server unreachable

TABLE 216 LDAP server unreachable event

| | |
|--------------------------------|---|
| Event | LDAP server unreachable |
| Event Type | ldapServerUnreachable |
| Event Code | 2122 |
| Severity | Major |
| Attribute | apMac="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP [{apName}&&apMac] is unable to reach LDAP server [{ip]}. |
| Description | This event occurs when AP is unable to reach the LDAP server. |
| Auto Clearance | This event triggers the alarm 2122, which is auto cleared by the event code 2121. |

AD server reachable

TABLE 217 AD server reachable event

| | |
|--------------------------------|---|
| Event | AD server reachable |
| Event Type | adServerReachable |
| Event Code | 2141 |
| Severity | Informational |
| Attribute | apMac="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP [{apName}&&apMac] is able to reach AD server [{ip]}. |
| Description | This event occurs when AP is able to reach the active directory successfully. |

AD server unreachable

TABLE 218 AD server unreachable event

| | |
|------------|---|
| Event | AD server unreachable |
| Event Type | adServerUnreachable |
| Event Code | 2142 |
| Severity | Major |
| Attribute | apMac="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |

TABLE 218 AD server unreachable event (continued)

| Event | AD server unreachable |
|--------------------------------|---|
| Displayed on the web interface | AP [{{apName&&apMac}}] is unable to reach AD server [{{ip}}]. |
| Description | This event occurs when AP is unable able to reach the active directory. |
| Auto Clearance | This event triggers the alarm 2142, which is auto cleared by the event code 2141. |

Wechat ESP authentication server reachable

TABLE 219 Wechat ESP authentication server reachable event

| Event | Wechat ESP authentication server reachable |
|--------------------------------|--|
| Event Type | espAuthServerReachable |
| Event Code | 2151 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","profileId"="1","fwVersion"="3.2.0.0.x","mode"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP [{{apName&&apMac}}] is able to reach WeChat ESP authentication server [{{ip}}] successfully. |
| Description | This event occurs when AP successfully reaches WeChat ESP authentication server. |

WeChat ESP authentication server unreachable

TABLE 220 WeChat ESP authentication server unreachable event

| Event | WeChat ESP authentication server unreachable |
|--------------------------------|--|
| Event Type | espAuthServerUnreachable |
| Event Code | 2152 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","profileId"="1","fwVersion"="3.2.0.0.x","mode"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP [{{apName&&apMac}}] is unable to reach WeChat ESP authentication server [{{ip}}] |
| Description | This event occurs when AP fails to reach WeChat ESP authentication server. |
| Auto Clearance | This event triggers the alarm 2152, which is auto cleared by the event code 2151 |

WeChat ESP authentication server resolvable

TABLE 221 WeChat ESP authentication server resolvable event

| Event | WeChat ESP authentication server resolvable |
|------------|---|
| Event Type | espAuthServerResolvable |
| Event Code | 2153 |

TABLE 221 WeChat ESP authentication server resolvable event (continued)

| Event | WeChat ESP authentication server resolvable |
|--------------------------------|---|
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","dn"="www.test.com","ip"="17.0.0.12","profileId"="1","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP {{apName&&apMac}} is able to resolve WeChat ESP authentication server domain name [{dn}] to [{ip}] successfully. |
| Description | This event occurs when AP successfully resolves WeChat ESP authentication server domain name. |

WeChat ESP authentication server unresolvable

TABLE 222 WeChat ESP authentication server unresolvable event

| Event | WeChat ESP authentication server unresolvable |
|--------------------------------|--|
| Event Type | espAuthServerUnResolvable |
| Event Code | 2154 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","dn"="www.test.com","profileId"="1","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP {{apName&&apMac}} is unable to resolve WeChat ESP authentication server domain name [{dn}] to IP. |
| Description | This event occurs when AP fails to resolves WeChat ESP authentication server domain name. |
| Auto Clearance | This event triggers the alarm 2154, which is auto cleared by the event code 2153. |

WeChat ESP DNAT server reachable

TABLE 223 WeChat ESP DNAT server reachable event

| Event | WeChat ESP DNAT server reachable |
|--------------------------------|---|
| Event Type | espDNATServerReachable |
| Event Code | 2161 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","profileId"="1","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP {{apName&&apMac}} is able to reach WeChat ESP DNAT server [{ip}] successfully. |
| Description | This event occurs when AP successfully able to reach WeChat ESP DNAT server. |

WeChat ESP DNAT server unreachable

TABLE 224 WeChat ESP DNAT server unreachable event

| Event | WeChat ESP DNAT server unreachable |
|--------------------------------|---|
| Event Type | espDNATServerUnreachable |
| Event Code | 2162 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","ip"="17.0.0.12","profileId"="1","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP {{apName&&apMac}} is unable to reach WeChat ESP DNAT server {{ip}}. |
| Description | This event occurs when AP fails to reach WeChat ESP DNAT server. |
| Auto Clearance | This event triggers the alarm 2162, which is auto cleared by the event code 2161 |

WeChat ESP DNAT server resolvable

TABLE 225 WeChat ESP DNAT server resolvable event

| Event | WeChat ESP DNAT server resolvable |
|--------------------------------|---|
| Event Type | espDNATServerResolvable |
| Event Code | 2163 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","dn"="www.test.com","ip"="17.0.0.12","profileId"="1","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP {{apName&&apMac}} is able to resolve WeChat ESP DNAT server domain name {{dn}} to {{ip}} successfully. |
| Description | This event occurs when AP successfully resolve WeChat ESP DNAT server domain name. |

WeChat ESP DNAT server unresolvable

TABLE 226 WeChat ESP DNAT server unresolvable event

| Event | WeChat ESP DNAT server unresolvable |
|--------------------------------|--|
| Event Type | espDNATServerUnresolvable |
| Event Code | 2164 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","dn"="www.test.com","profileId"="1","fwVersion"="3.2.0.0.x","model"="ZF7982","zoneUUID"="f77a8816-3049-40cd-8484-82919275ddc3","zoneName"="Default Zone","apLocation"="" |
| Displayed on the web interface | AP {{apName&&apMac}} is unable to resolve WeChat ESP DNAT server domain name {{dn}} to IP. |
| Description | This event occurs when AP fails to resolve WeChat ESP DNAT server domain name. |
| Auto Clearance | This event triggers the alarm 2164, which is auto cleared by the event code 2163 |

NOTE

Refer to [AP Authentication Alarms](#) on page 69.

Authentication Attempts

TABLE 227 Authentication attempt event

| Event | Authentication Attempts |
|--------------------------------|--|
| Event Type | Auth Attempts |
| Event Code | 99005 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Number of failed attempts to switch to trusted channel, AP: [{apMac}]. |
| Description | Number of failed attempts to switch to trusted channel |

Authentication Unsuccessful

TABLE 228 Authentication unsuccessful event

| Event | Authentication Unsuccessful |
|--------------------------------|--|
| Event Type | authUnsucces |
| Event Code | 99006 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | User had tried maximum number of unsuccessful login attempts, AP: [{apMac}]. |
| Description | The event shows when User had tried maximum number of unsuccessful login attempts. |

Authentication Re-attempt

TABLE 229 Authentication re-attempt event

| Event | Authentication Re-attempt |
|--------------------------------|---|
| Event Type | authReauth |
| Event Code | 99007 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{apMac}] is blocked and waited for specified amount of time before getting login prompt. |
| Description | The event occurs once the use is blocked and waited for specified amount of time before getting login prompt. |

Authentication 8021

TABLE 230 Authentication 8021 client event

| Event | Authentication Unsuccessful |
|--------------------------------|---|
| Event Type | auth8021xClient |
| Event Code | 99008 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Receiving data frame before client is authorized, AP: [{apMac}]. |
| Description | The event show when receiving Data frame before client is authorized. |

AP Local Session Timeout

TABLE 231 AP local session timeout event

| Event | AP Local Session Timeout |
|--------------------------------|--|
| Event Type | apLocalSessionTimeout |
| Event Code | 99015 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Local AP [{apMac}] session terminates due to session timeout. |
| Description | This event occurs when local AP session terminates due to session timeout. |

AP Remote Session Timeout

TABLE 232 AP Remote session timeout event

| Event | AP Remote session timeout |
|--------------------------------|---|
| Event Type | apRemoteSessionTimeout |
| Event Code | 99016 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Remote AP [{apMac}] session terminates due to session timeout. |
| Description | This event occurs when Remote AP session terminates due to session timeout. |

AP Interactive Session Termination

TABLE 233 AP Interactive Session Termination event

| Event | AP Interactive Session Termination |
|------------|------------------------------------|
| Event Type | apInteractiveSessionTerm |
| Event Code | 99017 |
| Severity | Informational |

TABLE 233 AP Interactive Session Termination event (continued)

| Event | AP Interactive Session Termination |
|--------------------------------|---|
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | User-initiated termination of an interactive AP [{apMac}] session. |
| Description | This event occurs on user-initiated termination of an interactive AP session. |

AP Communication Events

All events from AP are appended with firmware, model name, zone ID (if there is no zone ID, the key will not be present) at the end. Following are the events related to AP communications:

- [AP discovery succeeded](#) on page 174
- [AP managed](#) on page 174
- [AP rejected](#) on page 174
- [AP firmware updated](#) on page 175
- [AP firmware update failed](#) on page 175
- [Updating AP firmware](#) on page 176
- [Updating AP configuration](#) on page 176
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- [AP pre-provision model mismatched](#) on page 177
- [AP swap model mismatched](#) on page 177
- [AP WLAN oversubscribed](#) on page 177
- [AP join zone failed](#) on page 178
- [AP illegal to change country code](#) on page 178
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Events Types

AP Communication Events

- [Firmware initiation update](#) on page 183
- [Discontinuous channel](#) on page 184
- [SSH initiation](#) on page 184
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- [IP sec failure](#) on page 186

AP discovery succeeded

TABLE 234 AP discovery succeeded event

| Event | AP discovery succeeded |
|--------------------------------|---|
| Event Type | apDiscoverySuccess |
| Event Code | 101 |
| Severity | Informational |
| Attribute | "apMac"="xxx.xxx.xxx.xxx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | AP [{apName&&apMac}] sent a discovery request to {produce.short.name} [{wsgIP}]. |
| Description | This event occurs when AP sends a discovery request to the {produce.short.name} successfully. |

AP managed

TABLE 235 AP managed event

| Event | AP managed |
|--------------------------------|--|
| Event Type | apStatusManaged |
| Event Code | 103 |
| Severity | Informational |
| Attribute | "apMac"="xxx.xxx.xxx.xxx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | AP [{apName&&apMac}] approved by {produce.short.name} [{wsgIP}]. |
| Description | This event occurs when the AP is approved by the controller. |

AP rejected

TABLE 236 AP rejected event

| Event | AP rejected |
|------------|------------------|
| Event Type | apStatusRejected |

TABLE 236 AP rejected event (continued)

| Event | AP rejected |
|--------------------------------|--|
| Event Code | 105 |
| Severity | Minor |
| Attribute | "apMac"="xxx.xxx.xxx.xxx", "wsgIP"="xxx.xxx.xxx.xxx", "reason"="xxxxxx" |
| Displayed on the web interface | {produce.short.name} [{wsgIP}] rejected AP [{apName&&apMac}] because of [{reason}].] |
| Description | This event occurs when the AP is rejected by the controller. |
| Auto Clearance | This event triggers the alarm 101, which is auto cleared by the event code 103. |

AP firmware updated

TABLE 237 AP firmware updated event

| Event | AP firmware updated |
|--------------------------------|--|
| Event Type | apFirmwareUpdated |
| Event Code | 106 |
| Severity | Informational |
| Attribute | "apMac"="xxx.xxx.xxx.xxx", "configID"="23456781234", "toVersion"="x.x.x", "fromVersion"="x.x.x" |
| Displayed on the web interface | AP [{apName&&apMac}] updated its firmware from [{fromVersion}] to [{toVersion}]. |
| Description | This event occurs when the AP successfully updates the firmware details to the controller. |

AP firmware update failed

TABLE 238 AP firmware update failed event

| Event | AP firmware update failed |
|--------------------------------|--|
| Event Type | apFirmwareUpdateFailed |
| Event Code | 107 |
| Severity | Major |
| Attribute | "apMac"="xxx.xxx.xxx.xxx", "configID"="23456781234", "toVersion"="x.x.x", "fromVersion"="x.x.x" |
| Displayed on the web interface | AP [{apName&&apMac}] failed to update its firmware from [{fromVersion}] to [{toVersion}]. |
| Description | This event occurs when the AP fails to update the firmware details to the controller. |
| Auto Clearance | This event triggers the alarm 107, which is auto cleared by the event code 106. |

Updating AP firmware

TABLE 239 Updating AP firmware event

| Event | Updating AP firmware |
|--------------------------------|--|
| Event Type | apFirmwareApplying |
| Event Code | 108 |
| Severity | Informational |
| Attribute | "apMac"="xxx.xxx.xxx.xxx", "configID"="23456781234", "toVersion"="x.x.x.", "fromVersion"="x.x.x" |
| Displayed on the web interface | AP {{apName&&apMac}} firmware is being updated from {{fromVersion}} to {{toVersion}}. |
| Description | This event occurs when AP updates its firmware. |

Updating AP configuration

TABLE 240 Updating AP configuration event

| Event | Updating AP configuration |
|--------------------------------|--|
| Event Type | apConfApplying |
| Event Code | 109 |
| Severity | Informational |
| Attribute | "apMac"="xxx.xxx.xxx.xxx", "configID"="23456781234" |
| Displayed on the web interface | AP {{apName&&apMac}} is being updated to new configuration ID {{configID}} |
| Description | This event occurs when AP updates its configuration. |

AP configuration updated

TABLE 241 AP configuration updated event

| Event | AP configuration updated |
|--------------------------------|--|
| Event Type | apConfUpdated |
| Event Code | 110 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "configID"="23456781234" |
| Displayed on the web interface | AP {{apName&&apMac}} updated to configuration {{configID}} |
| Description | This event occurs when the AP successfully updates the existing configuration details to the controller. |

AP configuration update failed

TABLE 242 AP configuration update failed event

| Event | AP configuration update failed |
|------------|--------------------------------|
| Event Type | apConfUpdateFailed |
| Event Code | 111 |

TABLE 242 AP configuration update failed event (continued)

| | |
|--------------------------------|--|
| Event | AP configuration update failed |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "configID"="23456781234" |
| Displayed on the web interface | AP [{{apName&&apMac}}] failed to update to configuration [{{configID}}]. |
| Description | This event occurs when the AP fails to update the configuration details to the controller. |
| Auto Clearance | This event triggers the alarm 102, which is auto cleared by the event code 110. |

AP pre-provision model mismatched

TABLE 243 AP pre-provision model mismatched event

| | |
|--------------------------------|--|
| Event | AP pre-provision model mismatched |
| Event Type | apModelDiffWithPreProvConfig |
| Event Code | 112 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx", "configModel"="ZF7962" "model"="R700" |
| Displayed on the web interface | AP [{{apName&&apMac}}] model [{{model}}] is different from per-provision configuration model [configModel] |
| Description | This event occurs when the AP model differs from the configuration model. |

AP swap model mismatched

TABLE 244 AP swap model mismatched event

| | |
|--------------------------------|---|
| Event | AP swap model mismatched |
| Event Type | apModelDiffWithSwapOutAP |
| Event Code | 113 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx", "configModel"="xxx.xxx.xxx.xxx" "model"="R700" |
| Displayed on the web interface | AP [{{apName&&apMac}}] model [{{model}}] is different from swap configuration model [{{configModel}}]. |
| Description | This event occurs when the AP model differs from the swap configuration model. |

AP WLAN oversubscribed

TABLE 245 AP WLAN oversubscribed event

| | |
|------------|------------------------|
| Event | AP WLAN oversubscribed |
| Event Type | apWlanOversubscribed |
| Event Code | 114 |

TABLE 245 AP WLAN oversubscribed event (continued)

| | |
|--------------------------------|--|
| Event | AP WLAN oversubscribed |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{apName&&apMac}] does not have enough capacity to deploy all wlans. Only maximum wlan number of the AP can be deployed |
| Description | This event occurs when the AP exceeds the maximum capacity for deploying all WLANs. |

AP join zone failed

TABLE 246 AP join zone failed event

| | |
|--------------------------------|--|
| Event | AP join zone failed |
| Event Type | apJoinZoneFailed |
| Event Code | 115 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "zoneUUID"="xx:xx:xx:xx:xx:xx", "targetZoneUUID"="xx:xx:xx:xx:xx:xx", "reason"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{apName&&apMac}] failed to join to zone [{targetZoneName}]. Reason: [{reason}] |
| Description | This event occurs when the AP fails to join the specified zone. |

AP illegal to change country code

TABLE 247 AP illegal to change country code event

| | |
|--------------------------------|--|
| Event | AP illegal to change country code |
| Event Type | apIllegalToChangeCountryCode |
| Event Code | 116 |
| Severity | Informational |
| Attribute | "apMac"="xxx.xxx.xxx.xxx", "configID"="23456781234" |
| Displayed on the web interface | AP [{apName&&apMac}] does not support country code change. |
| Description | This event occurs when attempting to change the country code for an AP. Changing of country code is not allowed. |

AP configuration get failed

TABLE 248 AP configuration get failed event

| | |
|------------|---|
| Event | AP configuration get failed |
| Event Type | apGetConfigFailed |
| Event Code | 117 |
| Severity | Informational |
| Attribute | "apMac"="xxx.xxx.xxx.xxx", "configID"="23456781234" |

TABLE 248 AP configuration get failed event (continued)

| Event | AP configuration get failed |
|--------------------------------|--|
| Displayed on the web interface | AP [{apName&&apMac}] failed to get the configuration [{configID}]. |
| Description | This event occurs when the AP fails to get the configuration. |

Rogue AP

TABLE 249 Rogue AP event

| Event | Rogue AP |
|--------------------------------|--|
| Event Type | genericRogueAPDetected |
| Event Code | 180 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "rogueMac"="xxx.xxx.xxx.xxx", "ssid"="xxxxxxxxxx", "channel"="xx" |
| Displayed on the web interface | Rogue AP[{rogueMac}] with SSID[{ssid}] is detected by [{apName&&apMac}] on channel[{channel}]. |
| Description | This event occurs when the AP detects a rogue AP. |

Rogue AP disappeared

TABLE 250 Rogue AP disappeared event

| Event | Rogue AP disappeared |
|--------------------------------|---|
| Event Type | maliciousRogueAPTimeout |
| Event Code | 185 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "rogueMac"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Malicious rogue [{rogueMac}] detected by [{apName&&apMac}] goes away. |
| Description | This event occurs when the rogue AP disappears. |

Classified Rogue AP

TABLE 251 Classified Rogue AP event

| Event | Classified Rogue AP |
|--------------------------------|--|
| Event Type | generalRogueAPDetected |
| Event Code | 186 |
| Severity | Warning |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "rogueMac"="xxx.xxx.xxx.xxx", "ssid"="xxxxxxxxxx", "channel"="xx", "rogueType"="xxxxx", "roguePolicyName"="xxxxx", "rogueRuleName"="xxxxx" |
| Displayed on the web interface | AP [{apName&&apMac}] has detected a rogue AP rogue AP[{rogueMac}] with SSID[{ssid}] on channel[{channel}] classified as [{rogueType}] because of rogue classification policy (policy[{roguePolicyName}], rule[{rogueRuleName}]). |

TABLE 251 Classified Rogue AP event (continued)

| Event | Classified Rogue AP |
|-------------|---|
| Description | This event occurs when the AP detects a rogue AP (malicious/known) that is classified by configurable rogue policy and its rules. |

AP image signing failed

TABLE 252 AP image signing failed event

| Event | AP image signing failed |
|--------------------------------|---|
| Event Type | apSigningInformation |
| Event Code | 187 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | The AP[{{apMac}}] image signing failed with firmware version [{{fwVersion}}]. |
| Description | This event occurs when an AP image signing fails. |

NOTE

Refer to [AP Communication Alarms](#) on page 73.

Jamming attack

TABLE 253 Jamming attack event

| Event | Jamming attack |
|--------------------------------|--|
| Event Type | jammingDetected |
| Event Code | 189 |
| Severity | Warning |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "rogueMac"="xxx.xxx.xxx.xxx", "ssid"="xxxxxxxxxx", "channel"="xx" "rogueType"="xxxxx" "roguePolicyName"="xxxxx" "rogueRuleName"="xxxxx" |
| Displayed on the web interface | A jamming rogue AP[{{rogueMac}}] with SSID[{{ssid}}] is detected by [{{apName&&apMac}}] on channel[{{channel}}]. |
| Description | This event occurs when an AP detects a radio jamming attack. |

Key gen fail

TABLE 254 Key gen fail event

| Event | Key gen fail |
|--------------------------------|--|
| Event Type | KeyGenFail |
| Event Code | 99000 |
| Severity | Critical |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | PMK is not available to derive PTK, AP: [{{apMac}}]. |
| Description | This event occurs when PMK is not available to derive PTK. |

Key dis fail

TABLE 255 Key dis fail event

| Event | Key gen fail |
|--------------------------------|--|
| Event Type | KeyDisFail |
| Event Code | 99001 |
| Severity | Critical |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | 4-way handshake is failure, AP [{apMac}]. |
| Description | This event occurs when 4-way handshake is failure. |

Key dis fail GTK

TABLE 256 Key dis fail GTK event

| Event | Key dis fail |
|--------------------------------|---|
| Event Type | KeyDisFailGTK |
| Event Code | 99002 |
| Severity | Critical |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | 4-way handshake is failure, AP [{apMac}]. |
| Description | This event occurs when 4-way handshake is failure |

wpaendec fail

TABLE 257 WpaEnDec fail event

| Event | WpaEnDec fail |
|--------------------------------|---|
| Event Type | wpaEnDecFail |
| Event Code | 99003 |
| Severity | Critical |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Failure of WPA encryption and decryption, AP: [{apMac}]. |
| Description | This event occurs when there is a failure of WPA encryption and decryption. |

IPsecsec fail

TABLE 258 IPsecSes fail event

| Event | IPsecSes Fail |
|------------|---------------|
| Event Type | IpsecSesFail |
| Event Code | 99004 |
| Severity | Critical |

TABLE 258 IPsecSes fail event (continued)

| Event | IPsecSes Fail |
|--------------------------------|---|
| Attribute | "apIP"="e.f.g.h", "dpIP"="a.b.c.d" "tunnelType"= RGRE/SGRE |
| Displayed on the web interface | IPsec session establishment and termination due to SA failure, AP: [{{apIP}}], vDP IP: [{{dpIP}}], Tunnel type: [{{tunnelType}}]. |
| Description | This event occurs whenever there is IPsec session establishment and termination due to SA failure. |

Fw manual initiation

TABLE 259 Fw manual initiation event

| Event | Fw manual initiation |
|--------------------------------|--|
| Event Type | FwManualInitiation |
| Event Code | 99009 |
| Severity | Informational |
| Attribute | "apIP"="e.f.g.h", "dpIP"="a.b.c.d" "tunnelType"= RGRE/SGRE "apMac"="xx:xx:xx:xx:xx:xx", " Manual FW update initiated" "apMac"="xx:xx:xx:xx:xx:xx", " Manual FW:'fwname' update, not needed. it is same!" "apMac"="xx:xx:xx:xx:xx:xx", " Manual FW:'fwname' update, not needed." "apMac"="xx:xx:xx:xx:xx:xx", "Manual FW:%s update successful" "apMac"="xx:xx:xx:xx:xx:xx", " Manual FW update failed with failcode:3" |
| Displayed on the web interface | AP [{{apMac}}] attempt to initiate a manual update, reason: [{{reason}}]. |
| Description | This event occurs whenever there is manual firmware update. |

AP Management TSF data

TABLE 260 AP Management TSF data event

| Event | AP Management TSF data |
|--------------------------------|---|
| Event Type | APMGMNTTSFdata |
| Event Code | 99010 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | All management activities of TSF data initiated/started/executed, AP: [{{apMac}}]. |
| Description | This event occurs whenever there is All management activities of TSF data initiated/started/executed. |

AP TSF failure

TABLE 261 AP TSF failure event

| Event | AP TSF failure |
|------------|----------------|
| Event Type | APTSFFailure |

TABLE 261 AP TSF failure event (continued)

| | |
|--------------------------------|--|
| Event | AP TSF failure |
| Event Code | 99011 |
| Severity | Critical |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Failure of all or any management TSF, AP: [{apMac}]. |
| Description | This event occurs whenever there is Failure of all or any management TSF |

AP Self tests

TABLE 262 AP Self tests event

| | |
|--------------------------------|--|
| Event | AP Self tests |
| Event Type | apSelfTests |
| Event Code | 99012 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "Power-up, dropbear, openssl, FIPS_WifiST, Integrity Tests and Kernel self test are passed" |
| Displayed on the web interface | AP [{apMac}] has execution of this set of TSF self-tests and detected integrity violations, reason: [{reason}]. |
| Description | This event occurs whenever all self tests are passed for fips_sku builds |

Firmware initiation update

TABLE 263 Firmware initiation update event

| | |
|--------------------------------|---|
| Event | Firmware initiation update |
| Event Type | FwInitiationUpdate |
| Event Code | 99013 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx", " rsm_fw_update(FW_TYPE_TDTS_RULE) ret=1 no update" "apMac"="xx:xx:xx:xx:xx:xx", " rsm_fw_update(FW_TYPE_TDTS_RULE) ret=%d Successful update" "apMac"="xx:xx:xx:xx:xx:xx", " rsm_fwd_update(FW_TYPE_TDTS_RULE) ret=1 fail" |
| Displayed on the web interface | AP [{apMac}] has is firmware update, reason: [{reason}]. |
| Description | This event occurs whenever there is firmware update. |

Discontinuous channel

TABLE 264 Discontinuous channel event

| Event | Discontinuous channel |
|--------------------------------|---|
| Event Type | Disconti Chan |
| Event Code | 99014 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx",Discontinuous change of time through NTP server from SZ.The time got from SCG: %lu, Delta: %.0lf, the Current time in AP: %lu |
| Displayed on the web interface | AP [{{apMac}}] syncs it's time with SZ, reason: [{{reason}}]. |
| Description | This event occurs, whenever AP syncs it's time with SZ. |

SSH initiation

TABLE 265 SSH initiation event

| Event | SSH initiation |
|--------------------------------|--|
| Event Type | sshInitiation |
| Event Code | 99018 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "Login with username admin successful" |
| Displayed on the web interface | SSH session started with successful authentication, AP: [{{apMac}}]. |
| Description | This event occurs whenever there SSH session started with successful authentication. |

SSH termination

TABLE 266 SSH termination event

| Event | SSH termination |
|--------------------------------|---|
| Event Type | sshTermination |
| Event Code | 99019 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "SSH session exited" |
| Displayed on the web interface | There is exit from established SSH session, AP: [{{apMac}}]. |
| Description | This event occurs whenever there is exit from established SSH session |

SSH failure

TABLE 267 SSH failure event

| Event | SSH failure |
|------------|-------------|
| Event Type | sshFailure |

TABLE 267 SSH failure event (continued)

| Event | SSH failure |
|--------------------------------|---|
| Event Code | 99020 |
| Severity | Critical |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "Login with username admin failed" |
| Displayed on the web interface | There SSH session initiation with failed authentication, AP: [{apMac}]. |
| Description | This event occurs whenever there SSH session initiation with failed authentication. |

TLS initiation

TABLE 268 TLS initiation event

| Event | TLS initiation |
|--------------------------------|--|
| Event Type | tlsInitiation |
| Event Code | 99021 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "HTTPS Login with username admin successful" |
| Displayed on the web interface | There is login through AP [{apMac}] web-GUI is successful. |
| Description | This event occurs whenever there is login through AP web-GUI is successful or AP establishes a trusted TLS connection. |

TLS termination

TABLE 269 TLS termination event

| Event | TLS termination |
|--------------------------------|--|
| Event Type | tlsTermination |
| Event Code | 99022 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "HTTPS Logout successful" |
| Displayed on the web interface | There is logout from AP [{apMac}] web-GUI session. |
| Description | This event occurs whenever there is logout from AP web-GUI session or AP gracefully terminates a trusted TLS connection. |

TLS failure

TABLE 270 TLS failure event

| Event | TLS failure |
|------------|---|
| Event Type | tlsFailure |
| Event Code | 99023 |
| Severity | Critical |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "HTTPS Login with username admin failed" |

TABLE 270 TLS failure event (continued)

| Event | TLS failure |
|--------------------------------|---|
| Displayed on the web interface | There is login through AP {{apMac}} web-GUI is failed. |
| Description | This event occurs whenever there is login through AP web-GUI is failed or AP fails to establish a trusted TLS connection. |

IP sec initiation

TABLE 271 IP sec initiation event

| Event | IP sec initiation |
|--------------------------------|---|
| Event Type | IPsecInitiation |
| Event Code | 99024 |
| Severity | Informational |
| Attribute | "apIP"="e.f.g.h", "dpIP"="a.b.c.d" "tunnelType"= RGRE/SGRE |
| Displayed on the web interface | There is ipsec session initiation, AP: {{apIP}}, vDP IP: {{dpIP}}, Tunnel type: {{tunnelType}}. |
| Description | This event occurs whenever there is ipsec session initiation. |

IP sec termination

TABLE 272 IP sec termination event

| Event | IP sec termination |
|--------------------------------|---|
| Event Type | IPsecTermination |
| Event Code | 99025 |
| Severity | Major |
| Attribute | "apIP"="e.f.g.h", "dpIP"="a.b.c.d" "tunnelType"= RGRE/SGRE |
| Displayed on the web interface | There is ipsec session terminated or exited, AP: {{apIP}}, vDP IP: {{dpIP}}, Tunnel type: {{tunnelType}}. |
| Description | This event occurs whenever there is ipsec session terminated or exited. |

IP sec failure

TABLE 273 IP sec failure event

| Event | IP sec failure |
|--------------------------------|--|
| Event Type | IPsecFailure |
| Event Code | 99026 |
| Severity | Critical |
| Attribute | "apIP"="e.f.g.h", "dpIP"="a.b.c.d" "tunnelType"= RGRE/SGRE |
| Displayed on the web interface | There is ipsec session attempt failure, AP: {{apIP}}, vDP IP: {{dpIP}}, Tunnel type: {{tunnelType}}. |
| Description | This event occurs whenever there is ipsec session attempt failure. |

AP LBS Events

The following are the events related to AP Location Based Service (LBS).

- [No LS responses](#) on page 187
- [LS authentication failure](#) on page 187
- [AP connected to LS](#) on page 188
- [AP failed to connect to LS](#) on page 188
- [AP started location service](#) on page 188
- [AP stopped location service](#) on page 189
- [AP received passive calibration request](#) on page 189
- [AP received passive footfall request](#) on page 189
- [AP received unrecognized request](#) on page 189

No LS responses

TABLE 274 No LS responses event

| Event | No LS responses |
|--------------------------------|---|
| Event Type | apLBSNoResponses |
| Event Code | 701 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="" |
| Displayed on the web interface | AP [{apName&&apMac}] no response from LS: url=[{url}], port=[{port}] |
| Description | This event occurs when the AP does not get a response when trying to connect to the location based service. |

LS authentication failure

TABLE 275 LS authentication failure event

| Event | LS authentication failure |
|--------------------------------|--|
| Event Type | apLBSAuthFailed |
| Event Code | 702 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="" |
| Displayed on the web interface | AP [{apName&&apMac}] LBS authentication failed: url= [{url}], port= [{port}] |
| Description | This event occurs due to the authentication failure on connecting to the location based service. |

AP connected to LS

TABLE 276 AP connected to LS event

| Event | AP connected to LS |
|--------------------------------|--|
| Event Type | apLBSCoconnectSuccess |
| Event Code | 703 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="" |
| Displayed on the web interface | AP [{apName}&&apMac] connected to LS: url= [{url}], port= [{port}] |
| Description | This event occurs when the AP successfully connects to the location based service. |

AP failed to connect to LS

TABLE 277 AP failed to connect to LS event

| Event | AP failed to connect to LS |
|--------------------------------|---|
| Event Type | apLBSCoconnectFailed |
| Event Code | 704 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="" |
| Displayed on the web interface | AP [{apName}&&apMac] connection failed to LS: url= [{url}], port= [{port}] |
| Description | This event occurs when the AP fails to connect to the location based service. |
| Auto Clearance | This event triggers the alarm 704, which is auto cleared by the event code 703. |

AP started location service

TABLE 278 AP started location service event

| Event | AP started location service |
|--------------------------------|--|
| Event Type | apLBSStartLocationService |
| Event Code | 705 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "venue"="" |
| Displayed on the web interface | AP [{apName}&&apMac] Start Ruckus Location Service: venue= [{venue}], band= [{band}] |
| Description | This event occurs when the AP starts to get the location data. |

AP stopped location service

TABLE 279 AP stopped location service event

| | |
|--------------------------------|---|
| Event | AP stopped location service |
| Event Type | apLBSStopLocationService |
| Event Code | 706 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "venue"="" |
| Displayed on the web interface | AP [{apName}&&apMac] Stop Ruckus Location Service: venue= [{venue}], band= [{band}] |
| Description | This event occurs when the AP stops getting the location data. |

AP received passive calibration request

TABLE 280 AP received passive calibration request event

| | |
|--------------------------------|--|
| Event | AP received passive calibration request |
| Event Type | apLBSRcvdPassiveCalReq |
| Event Code | 707 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "venue"="", "interval"="", "duration"="", "band"="", "count"="" |
| Displayed on the web interface | AP [{apName}&&apMac] received Passive Calibration Request: interval=[{interval}s], duration=[{duration}m], band=[{band}] |
| Description | This event occurs when the AP receives the passive calibration request. |

AP received passive footfall request

TABLE 281 AP received passive footfall request event

| | |
|--------------------------------|---|
| Event | AP received passive footfall request |
| Event Type | apLBSRcvdPassiveFFReq |
| Event Code | 708 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "venue"="", "interval"="", "duration"="", "band"="" |
| Displayed on the web interface | AP [{apName}&&apMac] received Passive Footfall Request: interval=[{interval}s], duration=[{duration}m], band=[{band}] |
| Description | This event occurs when the AP receives the passive footfall request. |

AP received unrecognized request

TABLE 282 AP received unrecognized request event

| | |
|------------|----------------------------------|
| Event | AP received unrecognized request |
| Event Type | apLBSRcvdUnrecognizedRequest |
| Event Code | 709 |

TABLE 282 AP received unrecognized request event (continued)

| | |
|--------------------------------|--|
| Event | AP received unrecognized request |
| Severity | Warning |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "type"="", "length"="", "SCGMgmtIp"="" |
| Displayed on the web interface | AP [{{apName&&apMac}}] received Unrecognized Request: type = [{{type}}], length = [{{length}}] |
| Description | This event occurs when the AP receives an unrecognized request. |

NOTE

Refer to [AP LBS Alarms](#) on page 77.

AP Mesh Events

Following are the events related to access point (AP) mesh.

- [EMAP downlink connected to MAP](#) on page 190
- [EMAP downlink disconnected from MAP](#) on page 191
- [EMAP uplink connected to MAP](#) on page 191
- [EMAP uplink disconnected from MAP](#) on page 191
- [MAP disconnected](#) on page 192
- [MAP downlink connected](#) on page 192
- [MAP downlink connected to EMAP](#) on page 192
- [MAP downlink disconnected from EMAP](#) on page 193
- [RAP downlink connected to MAP](#) on page 193
- [MAP uplink connected to EMAP](#) on page 193
- [MAP uplink disconnected from EMAP](#) on page 193
- [MAP uplink connected to RAP](#) on page 194
- [MAP uplink connected to MAP](#) on page 194
- [Mesh state updated to MAP](#) on page 194
- [Mesh state updated to MAP no channel](#) on page 195
- [Mesh state updated to RAP](#) on page 195
- [Mesh state update to RAP no channel](#) on page 195
- [MAP downlink connected to MAP](#) on page 196
- [MAP downlink disconnected from MAP](#) on page 196
- [RAP downlink disconnected from MAP](#) on page 196

EMAP downlink connected to MAP

TABLE 283 EMAP downlink connected to MAP event

| | |
|------------|--------------------------------|
| Event | EMAP downlink connected to MAP |
| Event Type | emapDlinkConnectWithMap |
| Event Code | 405 |

TABLE 283 EMAP downlink connected to MAP event (continued)

| Event | EMAP downlink connected to MAP |
|--------------------------------|---|
| Severity | Informational |
| Attribute | "emapMac"="xx:xx:xx:xx:xx:xx", "mapMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | eMAP [{{apName&&apMac}}] accepted connection from MAP [{{mapName&&mapMac}}]. |
| Description | This event occurs when mobile application part (MAP) to Ethernet Mesh AP (EMAP) connection is successful. |

EMAP downlink disconnected from MAP

TABLE 284 EMAP downlink disconnected from MAP event

| Event | EMAP downlink disconnected from MAP |
|--------------------------------|--|
| Event Type | emapDlinkDisconnectWithMap |
| Event Code | 406 |
| Severity | Informational |
| Attribute | "emapMac"="xx:xx:xx:xx:xx:xx", "mapMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | MAP [{{mapName&&mapMac}}] disconnects from eMAP [{{apName&&apMac}}]. |
| Description | This event occurs when MAP disconnects from Ethernet Mesh AP |

EMAP uplink connected to MAP

TABLE 285 EMAP uplink connected to MAP event

| Event | EMAP uplink connected to MAP |
|--------------------------------|---|
| Event Type | emapUlinkConnectWithMap |
| Event Code | 407 |
| Severity | Informational |
| Attribute | "emapMac"="xx:xx:xx:xx:xx:xx", "mapMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | eMAP [{{apName&&apMac}}] uplink connected to MAP [{{mapName&&mapMac}}] |
| Description | This event occurs when Ethernet Mesh AP uplink connection to MAP is successful. |

EMAP uplink disconnected from MAP

TABLE 286 EMAP uplink disconnected from MAP event

| Event | EMAP uplink disconnected from MAP |
|--------------------------------|---|
| Event Type | emapUlinkDisconnectWithMap |
| Event Code | 408 |
| Severity | Informational |
| Attribute | "emapMac"="xx:xx:xx:xx:xx:xx", "mapMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | eMAP [{{apName&&apMac}}] uplink disconnected from MAP [{{mapName&&mapMac}}] |

TABLE 286 EMAP uplink disconnected from MAP event (continued)

| | |
|-------------|--|
| Event | EMAP uplink disconnected from MAP |
| Description | This event occurs when Ethernet Mesh AP uplink disconnects from MAP. |

MAP disconnected

TABLE 287 MAP disconnected event

| | |
|--------------------------------|--|
| Event | MAP disconnected |
| Event Type | mapDisconnected |
| Event Code | 411 |
| Severity | Informational |
| Attribute | "emapMac"="xx:xx:xx:xx:xx:xx", "mapMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | MAP [{xapName&&xapMac}] disconnected from AP [{apName&&apMac}] |
| Description | This event occurs when MAP disconnects from AP. |

MAP downlink connected

TABLE 288 MAP downlink connected event

| | |
|--------------------------------|---|
| Event | MAP downlink connected |
| Event Type | mapDlinkConnected |
| Event Code | 412 |
| Severity | Informational |
| Attribute | "mapMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | MAP [{apName&&apMac}] downlink connected |
| Description | This event occurs when MAP downlink connects to the AP. |

MAP downlink connected to EMAP

TABLE 289 MAP downlink connected to EMAP event

| | |
|--------------------------------|---|
| Event | MAP downlink connected to EMAP |
| Event Type | mapDlinkConnectWithMap |
| Event Code | 413 |
| Severity | Informational |
| Attribute | "mapMac"="xx:xx:xx:xx:xx:xx", "emapMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | MAP [{apName&&apMac}] accepted connection from eMAP [{emapName&&emapMac}] |
| Description | This event occurs when MAP accepts the connection from Ethernet Mesh AP. |

MAP downlink disconnected from EMAP

TABLE 290 MAP downlink disconnected from EMAP event

| Event | MAP downlink disconnected from EMAP |
|--------------------------------|--|
| Event Type | mapDlinkDisconnectWithMap |
| Event Code | 414 |
| Severity | Informational |
| Attribute | "mapMac"="xx:xx:xx:xx:xx:xx", "emapMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | eMAP [{emapName&&emapMac}] disconnected from MAP [{apName&&apMac}] |
| Description | This event occurs when Ethernet Mesh AP disconnects from MAP. |

RAP downlink connected to MAP

TABLE 291 RAP downlink connected to MAP event

| Event | RAP downlink connected to MAP |
|--------------------------------|--|
| Event Type | rapDlinkConnectWithMap |
| Event Code | 416 |
| Severity | Informational |
| Attribute | "rapMac"="xx:xx:xx:xx:xx:xx", "mapMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | RAP [{apName&&apMac}] accepted connection from MAP [{mapName&&mapMac}] |
| Description | This event occurs when the root access point (RAP) accepts MAP connection. |

MAP uplink connected to EMAP

TABLE 292 MAP uplink connected to EMAP event

| Event | MAP uplink connected to EMAP |
|--------------------------------|---|
| Event Type | mapUlinkConnectToEMap |
| Event Code | 417 |
| Severity | Informational |
| Attribute | "mapMac"="xx:xx:xx:xx:xx:xx", "emapMac"="xx:xx:xx:xx:xx:xx", "rssi"="xx", "meshDepth"="x" |
| Displayed on the web interface | MAP [{apName&&apMac}] connected to eMAP [{emapName&&emapMac}] with RSSI [{rssi}] across [{meshDepth}] links |
| Description | This event occurs when MAP successfully connects to Ethernet Mesh AP with received signal strength indicator (RSSI) (across links). |

MAP uplink disconnected from EMAP

TABLE 293 MAP uplink disconnected from EMAP event

| Event | MAP uplink disconnected from EMAP |
|------------|-----------------------------------|
| Event Type | mapUlinkDisconnectToEMap |

TABLE 293 MAP uplink disconnected from EMAP event (continued)

| | |
|--------------------------------|--|
| Event | MAP uplink disconnected from EMAP |
| Event Code | 418 |
| Severity | Informational |
| Attribute | "mapMac"="xx:xx:xx:xx:xx:xx", "emapMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | MAP [{apName&&apMac}] disconnected from eMAP [{emapName&&emapMac}] |
| Description | This event occurs when MAP disconnects from Ethernet Mesh AP. |

MAP uplink connected to RAP

TABLE 294 MAP uplink connected to RAP event

| | |
|--------------------------------|--|
| Event | MAP uplink connected to RAP |
| Event Type | mapUlinkConnectToRap |
| Event Code | 419 |
| Severity | Informational |
| Attribute | "mapMac"="xx:xx:xx:xx:xx:xx", "rootMac"="xx:xx:xx:xx:xx:xx", "rssi"="xx", "meshDepth"="x" |
| Displayed on the web interface | MAP [{apName&&apMac}] connected to RAP [{rootName&&rootMac}] with RSSI [{rssi}] across [{meshDepth}] links |
| Description | This event occurs when MAP connects to RAP with RSSI (across links). |

MAP uplink connected to MAP

TABLE 295 MAP uplink connected to MAP event

| | |
|--------------------------------|--|
| Event | MAP uplink connected to MAP |
| Event Type | mapUlinkConnectToMap |
| Event Code | 420 |
| Severity | Informational |
| Attribute | "mapMac"="xx:xx:xx:xx:xx:xx", "secondMapMac"="xx:xx:xx:xx:xx:xx", "rssi"="xx", "meshDepth"="x" |
| Displayed on the web interface | MAP [{apName&&apMac}] connected to MAP [{secondMapName&&secondMapMac}] with RSSI [{rssi}] across [{meshDepth}] links |
| Description | This event occurs when the MAP connects to a second MAP with RSSI (across links). |

Mesh state updated to MAP

TABLE 296 Mesh state updated to MAP event

| | |
|------------|---------------------------|
| Event | Mesh state updated to MAP |
| Event Type | meshStateUpdateToMap |
| Event Code | 421 |
| Severity | Informational |

TABLE 296 Mesh state updated to MAP event (continued)

| Event | Mesh state updated to MAP |
|--------------------------------|--|
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "newState"="xx", "mapMac"="xx:xx:xx:xx:xx:xx", "numHop"="x", "channel"="xx", "downlinkState"="xx", "radio" |
| Displayed on the web interface | AP [{{apName&&apMac}}] state set to [{{newState}}] uplinks to [{{mapName&&mapMac}}] across [{{numHop}}] hops on channel [{{channel}}] at [{{radio}}] with downlink [{{downlinkState}}] |
| Description | This event occurs when the AP is set to MAP uplinks across hops on channel radio (with downlink). |

Mesh state updated to MAP no channel

TABLE 297 Mesh state updated to MAP no channel event

| Event | Mesh state updated to MAP no channel |
|--------------------------------|--|
| Event Type | meshStateUpdateToMapNoChannel |
| Event Code | 422 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "newState"="xx", "mapMac"="xx:xx:xx:xx:xx:xx", "numHop"="x", "downlinkState"="xx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] state set to [{{newState}}] uplinks to [{{mapName&&mapMac}}] across [{{numHop}}] hops with downlink [{{downlinkState}}] |
| Description | This event occurs when the AP is set to MAP links across hops (with downlink). |

Mesh state updated to RAP

TABLE 298 Mesh state updated to RAP event

| Event | Mesh state updated to RAP |
|--------------------------------|--|
| Event Type | meshStateUpdateToRap |
| Event Code | 423 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "newState"="xx", "channel"="xx", "downlinkState"="xx", "radio" |
| Displayed on the web interface | AP [{{apName&&apMac}}] state set to [{{newState}}] on channel [{{channel}}] at [{{radio}}] with downlink [{{downlinkState}}] |
| Description | This event occurs when the AP is set to channel radio (with downlink). |

Mesh state update to RAP no channel

TABLE 299 Mesh state update to RAP no channel event

| Event | Mesh state update to RAP no channel |
|------------|-------------------------------------|
| Event Type | meshStateUpdateToRapNoChannel |

TABLE 299 Mesh state update to RAP no channel event (continued)

| Event | Mesh state update to RAP no channel |
|--------------------------------|--|
| Event Code | 424 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "newState"="xx", "downlinkState"="xx" |
| Displayed on the web interface | AP [{apName&&apMac}] state set to [{newState}] with downlink [{downlinkState}] |
| Description | This event occurs when the AP is set to downlink. |

MAP downlink connected to MAP

TABLE 300 MAP downlink connected to MAP event

| Event | MAP downlink connected to MAP |
|--------------------------------|--|
| Event Type | mapDlinkConnectWithMap |
| Event Code | 425 |
| Severity | Informational |
| Attribute | "mapMac"=" xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | MAP [{apName&&apMac}] accepted connection from MAP [{mapName&&mapMac}] |
| Description | This event occurs when the MAP accepts a connection from another MAP. |

MAP downlink disconnected from MAP

TABLE 301 MAP downlink disconnected from MAP event

| Event | MAP downlink disconnected from MAP |
|--------------------------------|---|
| Event Type | mapDlinkDisconnectWithMap |
| Event Code | 426 |
| Severity | Informational |
| Attribute | "secondMapMac"=" xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | MAP [{secondMapName&&secondMapMac}] disconnected from MAP [{apName&&apMac}] |
| Description | This event occurs when the MAP disconnects from a second MAP. |

RAP downlink disconnected from MAP

TABLE 302 RAP downlink disconnected from MAP event

| Event | RAP downlink disconnected from MAP |
|--------------------------------|---|
| Event Type | rapDlinkDisconnectWithMap |
| Event Code | 427 |
| Severity | Informational |
| Attribute | "secondMapMac"=" xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | MAP [{secondMapName&&secondMapMac}] disconnected from RAP [{apName&&apMac}] |
| Description | This event occurs when the MAP disconnects from RAP. |

AP State Change Events

Following are the events related to access point state changes:

| Event | Event | Event |
|--|---|---|
| AP rebooted by user on page 198 | AP rebooted by system on page 198 | AP disconnected on page 198 |
| AP IP address updated on page 198 | AP reset to factory default on page 199 | AP channel updated on page 199 |
| AP country code updated on page 199 | AP channel updated because dynamic frequency selection (DFS) detected a radar on page 200 | AP change control plane on page 200 |
| AP connected on page 200 | AP deleted on page 201 | AP heartbeat lost on page 201 |
| AP tagged as critical on page 201 | AP cable modem interface down on page 202 | AP brownout on page 202 |
| AP cable modem power-cycled by user on page 202 | AP smart monitor turn off WLAN on page 202 | AP client load balancing limit reached on page 203 |
| AP client load balancing limit recovered on page 203 | AP WLAN state changed on page 203 | AP capacity reached on page 204 |
| AP capacity recovered on page 204 | AP cable modem interface up on page 204 | AP cable modem soft-rebooted by user on page 205 |
| AP cable modem set to factory default by user on page 205 | AP health high latency flag on page 205 | AP health low capacity flag on page 206 |
| AP health high connection failure flag on page 206 | AP health high client count flag on page 206 | AP health high latency clear on page 207 |
| AP health low capacity clear on page 207 | AP health high connection failure clear on page 207 | AP health high client count clear on page 208 |
| Primary DHCP AP is down on page 208 | Primary DHCP AP is up on page 208 | Secondary DHCP AP is down on page 209 |
| Secondary DHCP AP is up on page 209 | Primary or secondary DHCP AP detects 90% of the configured total IPs on page 209 | Both primary and secondary DHCP server APs are down on page 210 |
| AP NAT gateway IP failover detected for particular VLAN pool on page 210 | AP NAT gateway IP fall back detected for particular VLAN pool on page 210 | NAT VLAN capacity affected detected by NAT gateway AP at zone due to three (3) consecutive NAT gateway AP IPs are down for particular VLAN pool on page 211 |
| NAT VLAN capacity restored detected by NAT gateway AP due to (at least) one out of the three (3) consecutive NAT gateway AP IP were down is now up on page 211 | AP NAT failure detected by SZ due to three (3) consecutive NAT gateway APs are down on page 212 | AP health high airtime utilization flag on page 212 |
| AP health high airtime utilization clear on page 212 | AP cluster failover on page 213 | AP cluster rehome on page 213 |
| AP switchover cluster failed on page 214 | Backhaul switched to primary on page 214 | Backhaul switched to secondary on page 214 |
| LTE network connectivity lost on page 214 | Ethernet network connectivity lost on page 215 | LTE DHCP timeout on page 215 |
| Ethernet link down on page 215 | Ethernet link up on page 216 | SIM switch on page 216 |
| Remote host blacklisted on page 216 | SIM removal on page 216 | LTE network registration status on page 217 |
| LTE connection status on page 217 | LTE good rssi status on page 217 | LTE weak rssi status on page 218 |
| AP client load balancing limit reached on page 218 | AP client load balancing limit recovered on page 218 | |

AP rebooted by user

TABLE 303 AP rebooted by user event

| Event | AP rebooted by user |
|--------------------------------|---|
| Event Type | apRebootByUser |
| Event Code | 301 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "reason"="xxxxx" |
| Displayed on the web interface | AP [{apName}&&apMac] rebooted because of [{reason}] |
| Description | This event occurs when an AP has to reboot. |

AP rebooted by system

TABLE 304 AP rebooted by system event

| Event | AP rebooted by system |
|--------------------------------|---|
| Event Type | apRebootBySystem |
| Event Code | 302 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "reason"="xxxxx" |
| Displayed on the web interface | AP [{apName}&&apMac] rebooted by the system because of [{reason}] |
| Description | This event occurs when the system reboots the AP. |

AP disconnected

TABLE 305 AP disconnected event

| Event | AP disconnected |
|--------------------------------|---|
| Event Type | apConnectionLost (detected on the server) |
| Event Code | 303 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{apName}&&apMac] disconnected |
| Description | This event occurs when the AP disconnects from the controller. |
| Auto Clearance | This event triggers the alarm 303, which is auto cleared by the event code 312. |

AP IP address updated

TABLE 306 AP IP address updated event

| Event | AP IP address updated |
|------------|-----------------------|
| Event Type | apIPChanged |
| Event Code | 304 |

TABLE 306 AP IP address updated event (continued)

| | |
|--------------------------------|---|
| Event | AP IP address updated |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] reset because of an IP address change |
| Description | This event occurs when the AP is reset due to a change in the IP address. |

AP reset to factory default

TABLE 307 AP reset to factory default event

| | |
|--------------------------------|---|
| Event | AP reset to factory default |
| Event Type | apFactoryReset |
| Event Code | 305 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] reset to factory default settings |
| Description | This event occurs when the AP is reset to factory default settings. |

AP channel updated

TABLE 308 AP channel updated event

| | |
|--------------------------------|--|
| Event | AP channel updated |
| Event Type | apChannelChanged |
| Event Code | 306 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "radio"="xxx", "fromChannel"="xx", "toChannel"="xx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] detected interference on radio [{{radio}}] and has switched from channel [{{fromChannel}}] to channel [{{toChannel}}] |
| Description | This event occurs when the AP detects the radio interference and switches to another channel. |

AP country code updated

TABLE 309 AP country code updated event

| | |
|--------------------------------|---|
| Event | AP country code updated |
| Event Type | apCountryCodeChanged |
| Event Code | 307 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] reset because of a country code change |

TABLE 309 AP country code updated event (continued)

| | |
|-------------|---|
| Event | AP country code updated |
| Description | This event occurs when a change in country code causes the AP to reset. |

AP channel updated because dynamic frequency selection (DFS) detected a radar

TABLE 310 AP channel updated because dynamic frequency selection (DFS) detected a radar event

| | |
|--------------------------------|--|
| Event | AP channel updated because dynamic frequency selection (DFS) detected a radar |
| Event Type | apDfsRadarEvent |
| Event Code | 308 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "radio"="xxx", "channel"="xx" |
| Displayed on the web interface | AP [{apName}&&apMac]} detected radar burst on radio [{radio}] and channel [{channel}] went into non-occupancy period |
| Description | This event occurs when the AP detects a radar burst on the radio and the channel moves to a non-occupancy mode. |

AP change control plane

TABLE 311 AP change control plane event

| | |
|--------------------------------|--|
| Event | AP change control plane |
| Event Type | apChangeControlBlade |
| Event Code | 311 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "oldwsglP"="xxx.xxx.xxx.xxx", "newwsglP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | AP [{apName}&&apMac]} switched from {produce.short.name} [{oldCpName} oldWsglP]} to {produce.short.name} [{cpName} newWsglP]}. |
| Description | This event occurs when the AP switches from an existing controller connection to a new connection. |

AP connected

TABLE 312 AP connected event

| | |
|------------|-----------------------------|
| Event | AP connected |
| Event Type | apConnected |
| Event Code | 312 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |

TABLE 312 AP connected event (continued)

| Event | AP connected |
|--------------------------------|---|
| Displayed on the web interface | AP [{{apName&&apMac}}] connected because of [{{reason}}]. |
| Description | This event occurs when the AP is connected. |

AP deleted

TABLE 313 AP deleted event

| Event | AP deleted |
|--------------------------------|--|
| Event Type | apDeleted (detected on the server) |
| Event Code | 313 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] deleted |
| Description | This event occurs when the AP is deleted on the server side. |

AP heartbeat lost

TABLE 314 AP heartbeat lost event

| Event | AP heartbeat lost |
|--------------------------------|---|
| Event Type | apHeartbeatLost |
| Event Code | 314 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] heartbeat lost. |
| Description | This event occurs when the AP is deleted due to a lost heartbeat. |

AP tagged as critical

TABLE 315 AP tagged as critical event

| Event | AP tagged as critical |
|--------------------------------|---|
| Event Type | apTaggedAsCritical |
| Event Code | 315 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] tagged as critical |
| Description | This event occurs when the AP is tagged critical. |

AP cable modem interface down

TABLE 316 AP cable modem interface down event

| | |
|--------------------------------|---|
| Event | AP cable modem interface down |
| Event Type | cableModemDown |
| Event Code | 316 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{apName}&&apMac] cable modem interface is down |
| Description | This event occurs when the AP cable modem interface is down. |
| Auto Clearance | This event triggers the alarm 308, which is auto cleared by the event code 325. |

AP brownout

TABLE 317 AP brownout event

| | |
|--------------------------------|--|
| Event | AP brownout |
| Event Type | apBrownout |
| Event Code | 317 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{apMac}] voltage deviation on [{cause}] port |
| Description | This event occurs due to a voltage deviation on the AP port. |

AP cable modem power-cycled by user

TABLE 318 AP cable modem power-cycled by user event

| | |
|--------------------------------|--|
| Event | AP cable modem power-cycled by user |
| Event Type | cmRebootByUser |
| Event Code | 318 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "reason"="xxxxx" |
| Displayed on the web interface | AP [{apName}&&apMac] cable modem power-cycled because of [{reason}].] |
| Description | This event occurs when AP cable modem is power-cycled because the user executes the power-cycle CLI command. |

AP smart monitor turn off WLAN

TABLE 319 AP smart monitor turn off WLAN event

| | |
|------------|--------------------------------|
| Event | AP smart monitor turn off WLAN |
| Event Type | smartMonitorTurnOffWLAN |

TABLE 319 AP smart monitor turn off WLAN event (continued)

| | |
|--------------------------------|---|
| Event | AP smart monitor turn off WLAN |
| Event Code | 319 |
| Severity | Warning |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "turnOffTime"="", "turnOnTime"="" |
| Displayed on the web interface | AP {{apName&&apMac}} turned off WLANs by Smart Monitor on {{time(turnOffTime)}} and turn on WLANs on {{time(turnOnTime)}} |
| Description | This event occurs when the smart monitor of the AP turns off the WLAN. |

AP client load balancing limit reached

TABLE 320 AP client load balancing limit reached event

| | |
|--------------------------------|---|
| Event | AP client load balancing limit reached |
| Event Type | apCLBlimitReached |
| Event Code | 320 |
| Severity | Warning |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "bssid"="xx:xx:xx:xx:xx:xx", "clb-load-limit"="", "cur-load"="", "min-clbpartner-bssid"="", "min-clbpartner-load"="", "num-clbpartners"="", "low-clbpartners"="" |
| Displayed on the web interface | AP {{apname@apMac}} reached client load limit, {{cur-load}} / {{clb-load-limit}}, on WLAN {{ssid}} |
| Description | This event occurs when the AP reaches the client loading balance (CLB) limit. The adjacent threshold limit value is 50 for 2.4GHz radio and 43 for 5GHz radio. |

AP client load balancing limit recovered

TABLE 321 AP client load balancing limit recovered event

| | |
|--------------------------------|---|
| Event | AP client load balancing limit recovered |
| Event Type | apCLBlimitRecovered |
| Event Code | 321 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "bssid"="xx:xx:xx:xx:xx:xx", "clb-load-limit"="", "cur-load"="", |
| Displayed on the web interface | AP[{{apname@apMac}}] recovered from client load limit, {{cur-load}} / {{clb-load-limit}}, on WLAN {{ssid}} |
| Description | This event occurs when the AP is recovered from client load balance (CLB) limit. The adjacent threshold limit value is 50 for 2.4GHz radio and 43 for 5GHz radio. |

AP WLAN state changed

TABLE 322 AP WLAN state changed event

| | |
|------------|-----------------------|
| Event | AP WLAN state changed |
| Event Type | apWLANStateChanged |

TABLE 322 AP WLAN state changed event (continued)

| | |
|--------------------------------|--|
| Event | AP WLAN state changed |
| Event Code | 322 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" "state"="enable disable" "ssid"="xxxxx" "apTime"="Tue Apr 22 12:15:00 2014" "reason"="State changed according to service schedule State changed by administrator" |
| Displayed on the web interface | AP [{{apName&&apMac}}] {state} WLAN[{{ssid}}] on [{{apTime}}]. Reason: [{{reason}}]. |
| Description | This event occurs when the WLAN state changes as per the service schedule or as per the service type setting. |

AP capacity reached

TABLE 323 AP capacity reached event

| | |
|--------------------------------|---|
| Event | AP capacity reached |
| Event Type | apCapacityReached |
| Event Code | 323 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "radio": "", |
| Displayed on the web interface | AP [{{apName&&apMac}}] radio [{{radio}}] stopped accepting clients because the client association threshold has been reached. |
| Description | This event occurs when an AP rejects a client due to the threshold limit reached by the client. |

AP capacity recovered

TABLE 324 AP capacity recovered event

| | |
|--------------------------------|---|
| Event | AP capacity recovered |
| Event Type | apCapacityRecovered |
| Event Code | 324 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "radio": "", |
| Displayed on the web interface | AP [{{apName&&apMac}}] radio [{{radio}}] started accepting clients again because current client association is now below the threshold. |
| Description | This event occurs when the AP starts accepting clients again because the current client association is below the threshold limit. |

AP cable modem interface up

TABLE 325 AP cable modem interface up event

| | |
|------------|-----------------------------|
| Event | AP cable modem interface up |
| Event Type | cableModemUp |
| Event Code | 325 |
| Severity | Informational |

TABLE 325 AP cable modem interface up event (continued)

| | |
|--------------------------------|--|
| Event | AP cable modem interface up |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP [{apName&&apMac}] cable modem interface is up. |
| Description | This event occurs when the AP cable modem interface is up. |

AP cable modem soft-rebooted by user

TABLE 326 AP cable modem soft-rebooted by user event

| | |
|--------------------------------|---|
| Event | AP cable modem soft-rebooted by user |
| Event Type | cmResetByUser |
| Event Code | 326 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","reason"="xxxxx" |
| Displayed on the web interface | AP [{apName&&apMac}] cable modem soft-reboot because of [{reason}] |
| Description | This event occurs when the AP cable modem is softly rebooted because the user executes the soft-reboot CLI command. |

AP cable modem set to factory default by user

TABLE 327 AP cable modem set to factory default by user event

| | |
|--------------------------------|---|
| Event | AP cable modem set to factory default by user |
| Event Type | cmResetFactoryByUser |
| Event Code | 327 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","reason"="xxxxx" |
| Displayed on the web interface | AP [{apName&&apMac}] cable modem set to factory default because of [{reason}] |
| Description | This event occurs when AP cable modem is reset to factory default because the user executes the set factory command line interface (CLI) command. |

NOTE

Refer to [AP State Change Alarms](#) on page 78.

AP health high latency flag

TABLE 328 AP health high latency flag event

| | |
|------------|---|
| Event | AP health high latency flag |
| Event Type | apHealthLatencyFlag |
| Event Code | 328 |
| Severity | Warning |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "current Value"="xxxxx","configuredThreshold"="xxxxx", " radio" = "X.XG" |

TABLE 328 AP health high latency flag event (continued)

| Event | AP health high latency flag |
|--------------------------------|--|
| Displayed on the web interface | AP [{{apName&&apMac}}] flagged {{radio}} latency health [{{currentValue}}] because it crossed the threshold [{{configuredThreshold}}]. |
| Description | This event occurs when the AP is flagged because the radio has crossed the latency health threshold configured by the administrator. |

AP health low capacity flag

TABLE 329 AP health low capacity flag event

| Event | AP health low capacity flag |
|--------------------------------|---|
| Event Type | apHealthCapacityFlag |
| Event Code | 329 |
| Severity | Warning |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "current Value"="xxxxx", "configuredThreshold"="xxxxx", " radio" = "X.XG" |
| Displayed on the web interface | AP [{{apName&&apMac}}] flagged {{radio}} capacity health [{{currentValue}}] because it crossed the threshold [{{configuredThreshold}}]. |
| Description | This event occurs when the AP is flagged because the radio has crossed the capacity health threshold configured by the administrator. |

AP health high connection failure flag

TABLE 330 AP health high connection failure flag event

| Event | AP health high connection failure flag |
|--------------------------------|--|
| Event Type | apHealthConnectionFailureFlag |
| Event Code | 330 |
| Severity | Warning |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "current Value"="xxxxx", "configuredThreshold"="xxxxx", " radio" = "X.XG" |
| Displayed on the web interface | AP [{{apName&&apMac}}] flagged {{radio}} capacity health [{{currentValue}}] because it crossed the threshold [{{configuredThreshold}}]. |
| Description | This event occurs when AP is flagged because the AP has crossed the connection failure health threshold configured by the administrator. |

AP health high client count flag

TABLE 331 AP health high client count flag event

| Event | AP health high client count flag |
|------------|--|
| Event Type | apHealthClientCountFlag |
| Event Code | 331 |
| Severity | Warning |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "current Value"="xxxxx", "configuredThreshold"="xxxxx", |

TABLE 331 AP health high client count flag event (continued)

| Event | AP health high client count flag |
|--------------------------------|---|
| Displayed on the web interface | AP {{apName&&apMac}} flagged client count health {{currentValue}} because it crossed the threshold {{configuredThreshold}}. |
| Description | This event occurs when an AP is flagged because the AP has crossed the client count health threshold configured by the administrator. |

AP health high latency clear

TABLE 332 AP health high latency clear event

| Event | AP health high latency clear |
|--------------------------------|--|
| Event Type | apHealthLatencyClear |
| Event Code | 332 |
| Severity | Informational |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "current Value"="xxxxx", "configuredThreshold"="xxxxx", " radio" = "X.XG", |
| Displayed on the web interface | AP {{apName&&apMac}} cleared {{radio}} latency health {{currentValue}}, which is no longer past the threshold {{configuredThreshold}}. |
| Description | This event occurs when an AP health flag is cleared because it is no longer past the capacity threshold configured by the administrator. |

AP health low capacity clear

TABLE 333 AP health low capacity clear event

| Event | AP health low capacity clear |
|--------------------------------|--|
| Event Type | apHealthCapacityClear |
| Event Code | 333 |
| Severity | Informational |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "current Value"="xxxxx", "configuredThreshold"="xxxxx", " radio" = "X.XG" |
| Displayed on the web interface | AP {{apName&&apMac}} cleared {{radio}} capacity health {{currentValue}}, which is no longer past the threshold {{configuredThreshold}}. |
| Description | This event occurs when an AP's health flag is cleared because it is no longer past the capacity threshold configured by the administrator. |

AP health high connection failure clear

TABLE 334 AP health high connection failure clear event

| Event | AP health high connection failure clear |
|------------|---|
| Event Type | apHealthConnectionFailureClear |
| Event Code | 334 |
| Severity | Informational |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "currentValue"="xxxxx", "configuredThreshold"="xxxxx", " radio" = "X.XG" |

TABLE 334 AP health high connection failure clear event (continued)

| | |
|--------------------------------|--|
| Event | AP health high connection failure clear |
| Displayed on the web interface | AP {{apName&&apMac}} flagged {{radio}} connection failure health {{currentValue}}, which is no longer past the threshold {{configuredThreshold}}. |
| Description | This event occurs when an AP's health flag is cleared because it is no longer past the connection failure threshold configured by the administrator. |

AP health high client count clear

TABLE 335 AP health high client count clear event

| | |
|--------------------------------|--|
| Event | AP health high client count clear |
| Event Type | apHealthClientCountClear |
| Event Code | 335 |
| Severity | Informational |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "currentValue"="xxxxx", "configuredThreshold"="xxxxx", |
| Displayed on the web interface | AP {{apName&&apMac}} cleared client count health {{currentValue}}, which is no longer past the threshold {{configuredThreshold}}. |
| Description | This event occurs when an AP's health flag is cleared because it is no longer past the capacity threshold configured by the administrator. |

Primary DHCP AP is down

TABLE 336 Primary DHCP AP is down event

| | |
|--------------------------------|---|
| Event | Primary DHCP AP is down detected by secondary DHCP AP. Starting DHCP service on secondary. |
| Event Type | apDHCPFailoverDetected |
| Event Code | 336 |
| Severity | Warning |
| Attribute | "primaryServerMac"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Primary DHCP server {{primaryServerMac}} is down detected by secondary DHCP server {{apMac}}. |
| Description | This event occurs when the secondary DHCPAP detects that the primary DHCP service has failed and starts the DHCP service. |

Primary DHCP AP is up

TABLE 337 Primary DHCP AP is up event

| | |
|------------|--|
| Event | Primary DHCP AP is up detected by secondary DHCP AP. Stopping DHCP service on secondary. |
| Event Type | apDHCPFallbackDetected |
| Event Code | 337 |
| Severity | Informational |
| Attribute | "primaryServerMac"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |

TABLE 337 Primary DHCP AP is up event (continued)

| | |
|--------------------------------|---|
| Event | Primary DHCP AP is up detected by secondary DHCP AP. Stopping DHCP service on secondary. |
| Displayed on the web interface | Primary DHCP server [{primaryServerMac}] is up detected by secondary DHCP server [{apMac}]. |
| Description | This event occurs when the secondary DHCP AP detects that primary DHCP AP is UP and stops DHCP service. |

Secondary DHCP AP is down

TABLE 338 Secondary DHCP AP is down event

| | |
|--------------------------------|---|
| Event | Secondary DHCP AP is down detected by primary DHCPAP. |
| Event Type | apSecondaryDHCPAPDown |
| Event Code | 338 |
| Severity | Major |
| Attribute | "secondaryServerMac"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Secondary DHCP server [{secondaryServerMac}] is down detected by primary DHCP server [{apMac}]. |
| Description | This event occurs when the primary DHCP AP detects that the secondary DHCP AP is down. |

Secondary DHCP AP is up

TABLE 339 Secondary DHCP AP is up event

| | |
|--------------------------------|--|
| Event | Secondary DHCP AP is up detected by primary DHCP AP. |
| Event Type | apSecondaryDHCPAPUp |
| Event Code | 339 |
| Severity | Informational |
| Attribute | "secondaryServerMac"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Secondary DHCP server [{secondaryServerMac}] is up detected by primary DHCP server [{primaryServerMac}]. |
| Description | This event occurs when the primary DHCP AP detects that secondary DHCP AP is UP. |

Primary or secondary DHCP AP detects 90% of the configured total IPs

TABLE 340 Primary or secondary DHCP AP detects 90% of the configured total IPs event

| | |
|------------|--|
| Event | Primary or secondary DHCP AP detects 90% of the configured total IPs |
| Event Type | apDHCIPIPPoolMaxThresholdReached |
| Event Code | 340 |
| Severity | Warning |
| Attribute | "zoneName"="ZoneName", "poolId"="xxxx", "vlanId"="1", "allocatedIPNum"="5", "totalIPNum"="10", "apMac"="xx:xx:xx:xx:xx:xx" |

TABLE 340 Primary or secondary DHCP AP detects 90% of the configured total IPs event (continued)

| Event | Primary or secondary DHCP AP detects 90% of the configured total IPs |
|--------------------------------|--|
| Displayed on the web interface | In zone [{zoneName}] DHCP IP pool [{poolId}] reached 90% threshold detected by AP MAC [{apMac}]. VLAN ID: [{vlanId}] Allocated IPs: [{allocatedIPNum}], Total IPs: [{totalIPNum}]. |
| Description | This event occurs when the primary or secondary DHCP AP reports that the IP pool has reached 90% of the total number of allocated IP addresses. |

Both primary and secondary DHCP server APs are down

TABLE 341 Both primary and secondary DHCP server APs are down event

| Event | Both primary and secondary DHCP server APs are down |
|--------------------------------|---|
| Event Type | apDHCPServiceFailure |
| Event Code | 341 |
| Severity | Critical |
| Attribute | "primaryServerMac"="xx:xx:xx:xx:xx:xx", "secondaryServerMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | AP DHCP service failure . Both primary DHCP AP [{primaryServerMac}] and secondary DHCP server AP [{secondaryServerMac}] are down. |
| Description | This event occurs when the controller detects that the primary and secondary DHCP APs have failed. |

AP NAT gateway IP failover detected for particular VLAN pool

TABLE 342 AP NAT gateway IP failover detected for particular VLAN pool event

| Event | AP NAT gateway IP failover detected for particular VLAN pool |
|--------------------------------|---|
| Event Type | apNATFailoverDetected |
| Event Code | 342 |
| Severity | Major |
| Attribute | "natGatewayIP"="10.1.2.2", "vlanId"="2", "natGatewayMac"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | NAT failover detected for [{natGatewayIP}], VLAN [{vlanId}], AP [{natGatewayMac}]. Bringing up interface and switching traffic to AP [{apMac}]. |
| Description | This event occurs when any NAT gateway AP detects that a monitored NAT gateway IP has failed. |

AP NAT gateway IP fall back detected for particular VLAN pool

TABLE 343 AP NAT gateway IP fall back detected for particular VLAN pool event

| Event | AP NAT gateway IP fall back detected for particular VLAN pool |
|------------|---|
| Event Type | apNATFallbackDetected |
| Event Code | 343 |
| Severity | Informational |

TABLE 343 AP NAT gateway IP fall back detected for particular VLAN pool event (continued)

| | |
|--------------------------------|---|
| Event | AP NAT gateway IP fall back detected for particular VLAN pool |
| Attribute | "vlanId"="1", "natGatewayMac"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | NAT fallback detected for VLAN [{vlanId}] by AP [{apMac}]. Bringing down interface and switching traffic to AP [{natGatewayMac}]. |
| Description | This event occurs when any NAT gateway AP detects that other monitored NAT gateway AP IP is up. |

NAT VLAN capacity affected detected by NAT gateway AP at zone due to three (3) consecutive NAT gateway AP IPs are down for particular VLAN pool

TABLE 344 NAT VLAN capacity affected detected by NAT gateway AP at zone due to three (3) consecutive NAT gateway AP IPs are down for particular VLAN pool event

| | |
|--------------------------------|---|
| Event | NAT VLAN capacity affected detected by NAT gateway AP at zone due to three (3) consecutive NAT gateway AP IPs are down for particular VLAN pool |
| Event Type | apNATVlanCapacityAffected |
| Event Code | 344 |
| Severity | Critical |
| Attribute | "natGatewayIP1"=192.168.10.2", "natGatewayIP2"=192.168.10.3", "natGatewayIP3"= 192.168.10.4", "vlanId"="2", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | NAT VLAN capacity affected is detected by NAT gateway AP [{apMac}] since three (3) consecutive NAT gateway IPs [{natGatewayIP1}&&natGatewayIP2&&natGatewayIP3}] are down. The NAT traffic for some of the clients may get affected for VLAN [{vlanId}]. |
| Description | This event occurs when NAT VLAN capacity affected is detected by NAT gateway AP at zone. This is due to three (3) consecutive NAT gateway AP IP failure for a particular VLAN pool. |

NAT VLAN capacity restored detected by NAT gateway AP due to (at least) one out of the three (3) consecutive NAT gateway AP IP were down is now up

TABLE 345 NAT VLAN capacity restored detected by NAT gateway AP due to (at least) one out of the three (3) consecutive NAT gateway AP IP were down is now up event

| | |
|--------------------------------|--|
| Event | NAT VLAN capacity restored detected by NAT gateway AP due to (at least) one out of the three (3) consecutive NAT gateway AP IP were down is now up |
| Event Type | apNATVlanCapacityRestored |
| Event Code | 345 |
| Severity | Informational |
| Attribute | "natGatewayIP"="192.168.10.2", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | NAT VLAN capacity restored detected by DHCP NAT AP [{apMac}] one of the NAT gateway IPs [{natGatewayIP}] is now up, out of three (3) consecutive NAT gateway IPs which were down. The NAT traffic for affected clients is restored back. |

TABLE 345 NAT VLAN capacity restored detected by NAT gateway AP due to (at least) one out of the three (3) consecutive NAT gateway AP IP were down is now up event (continued)

| | |
|-------------|--|
| Event | NAT VLAN capacity restored detected by NAT gateway AP due to (at least) one out of the three (3) consecutive NAT gateway AP IP were down is now up |
| Description | This event occurs when the AP detects at least one of the three (3) consecutive gateway APs IPs that had failed is now UP. |

AP NAT failure detected by SZ due to three (3) consecutive NAT gateway APs are down

TABLE 346 AP NAT failure detected by SZ due to three (3) consecutive NAT gateway APs are down event

| | |
|--------------------------------|---|
| Event | AP NAT failure detected by SZ due to three (3) consecutive NAT gateway APs are down |
| Event Type | apNATFailureDetectedbySZ |
| Event Code | 346 |
| Severity | Critical |
| Attribute | "apMac1"="xx:xx:xx:xx:xx:xx", "apMac2"="xx:xx:xx:xx:xx:xx", "apMac3"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | NAT failure detected by SZ since three (3) consecutive NAT gateway IPs are down AP1=[{apMac1}] AP2=[{apMac2}] AP3=[{apMac3}] (All consecutive NAT APs are down in case of less than 3 NAT Gateway APs configured). The NAT traffic for some of the clients may get affected for the respective VLANs. |
| Description | This event occurs when the controller detects three (3) consecutive failures of NAT server APs. |

AP health high airtime utilization flag

TABLE 347 AP health high airtime utilization flag event

| | |
|--------------------------------|---|
| Event | AP health high airtime utilization flag |
| Event Type | apHealthAirUtilizationFlag |
| Event Code | 347 |
| Severity | Warning |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "currentValue"="xxxxx", "configuredThreshold"="xxxxx", "radio"="X.XG" |
| Displayed on the web interface | AP [{apName}&&apMac]} flagged {{radio}} airtime utilization health [{currentValue}] because it crossed the threshold [{configuredThreshold]}. |
| Description | This event occurs when an AP is flagged because the radio has crossed the latency health threshold configured by the administrator. |

AP health high airtime utilization clear

TABLE 348 AP health high airtime utilization clear event

| | |
|------------|--|
| Event | AP health high airtime utilization clear |
| Event Type | apHealthAirUtilizationClear |

TABLE 348 AP health high airtime utilization clear event (continued)

| | |
|--------------------------------|--|
| Event | AP health high airtime utilization clear |
| Event Code | 348 |
| Severity | Informational |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "currentValue"="xxxxx", "configuredThreshold"="xxxxx", "radio"="X.XG" |
| Displayed on the web interface | AP [{{apName&&apMac}}] cleared {{radio}} airtime utilization health [{{currentValue}}], which is no longer past the threshold [{{configuredThreshold}}]. |
| Description | This event occurs when an AP's health flag is cleared because it is no longer past the latency threshold configured by the administrator. |

AP cluster failover

TABLE 349 AP cluster failover event

| | |
|--------------------------------|---|
| Event | AP cluster failover |
| Event Type | apClusterFailover |
| Event Code | 349 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "oldWsgIP"="xxx.xxx.xxx.xxx", "newWsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] on zone [{{zoneName}}] is failover from {produce.short.name} [{{oldCpName oldWsgIP}}] to {produce.short.name} [{{cpName newWsgIP}}]. |
| Description | This event occurs when an AP executes the failover from the original cluster to a new cluster. |

AP cluster rehome

TABLE 350 AP cluster rehome event

| | |
|--------------------------------|--|
| Event | AP cluster rehome |
| Event Type | apRehomeFailover |
| Event Code | 350 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "oldWsgIP"="xxx.xxx.xxx.xxx", "newWsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | AP [{{apName&&apMac}}] on zone [{{zoneName}}] is rehomed from {produce.short.name} [{{oldCpName oldWsgIP}}] to {produce.short.name} [{{cpName newWsgIP}}]. |
| Description | This event occurs when an AP is rehomed from a standby to a primary cluster. |

NOTE

Refer to [AP State Change Alarms](#) on page 78.

AP switchover cluster failed

TABLE 351 AP switchover cluster failed event

| | |
|--------------------------------|--|
| Event | AP switchover cluster failed |
| Event Type | apSwitchoverFailed |
| Event Code | 352 |
| Severity | Minor |
| Attribute | apName="xxxxx" apMac="xx:xx:xx:xx:xx:xx" ip="xx.xx.xx.xx" reason="xxxxxxxxx" |
| Displayed on the web interface | AP {{apName&&apMac}} failed to switchover to another cluster {{ip}} because of {{reason}}. |
| Description | This event occurs when an AP fails to switchover to the target cluster. |

Backhaul switched to primary

TABLE 352 Backhaul switched to primary event

| | |
|--------------------------------|--|
| Event | Backhaul switched to primary |
| Event Type | changeToPrimaryBackhaul |
| Event Code | 9100 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currBackhaul = "eth0" |
| Displayed on the web interface | AP {{apName&&apMac}} Backhaul switched to primary - {{currBackhaul}} |
| Description | This event occurs when Backhaul switched to primary. |

Backhaul switched to secondary

TABLE 353 Backhaul switched to secondary event

| | |
|--------------------------------|--|
| Event | Backhaul switched to secondary |
| Event Type | changeToSecondaryBackhaul |
| Event Code | 9101 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currBackhaul = "SIM 1" |
| Displayed on the web interface | AP {{apName&&apMac}} Backhaul switched to secondary - {{currBackhaul}} |
| Description | This event occurs when Backhaul switched to secondary. |

LTE network connectivity lost

TABLE 354 LTE network connectivity lost event

| | |
|------------|-------------------------------|
| Event | LTE network connectivity lost |
| Event Type | lteConnectivityFailed |
| Event Code | 9102 |
| Severity | Informational |

TABLE 354 LTE network connectivity lost event (continued)

| Event | LTE network connectivity lost |
|--------------------------------|---|
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currSim = "SIM 0" |
| Displayed on the web interface | AP [{apName}&&apMac] LTE network connectivity lost on [{currSim}] |
| Description | This event occurs when LTE network connectivity is lost. |

Ethernet network connectivity lost

TABLE 355 Ethernet network connectivity lost vent

| Event | Ethernet network connectivity lost |
|--------------------------------|--|
| Event Type | ethernetConnectivityFailed |
| Event Code | 9103 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", curriface = "eth0" |
| Displayed on the web interface | AP [{apName}&&apMac] Ethernet network connectivity lost on [{curriface}] |
| Description | This event occurs when Ethernet network connectivity is lost. |

LTE DHCP timeout

TABLE 356 LTE DHCP timeout event

| Event | LTE DHCP timeout |
|--------------------------------|--|
| Event Type | lteDhcpTimeout |
| Event Code | 9104 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currSim = "SIM 1" |
| Displayed on the web interface | AP [{apName}&&apMac] LTE DHCP timeout on [{currSim}] |
| Description | This event occurs when LTE DHCP timeout. |

Ethernet link down

TABLE 357 Ethernet link down event

| Event | Ethernet link down |
|--------------------------------|--|
| Event Type | ethernetLinkDown |
| Event Code | 9105 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", curriface = "eth1" |
| Displayed on the web interface | AP [{apName}&&apMac] Ethernet link down on [{curriface}] |
| Description | This event occurs when Ethernet link is down. |

Ethernet link up

TABLE 358 Ethernet link up event

| Event | Ethernet link up |
|--------------------------------|--|
| Event Type | ethernetLinkUp |
| Event Code | 9106 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currIface = "eth0" |
| Displayed on the web interface | AP [{apName}&&apMac] Ethernet link up on [{currIface}] |
| Description | This event occurs when Ethernet link is up. |

SIM switch

TABLE 359 SIM switch event

| Event | SIM switch |
|--------------------------------|--|
| Event Type | simSwitch |
| Event Code | 9107 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currSim = "SIM 1" |
| Displayed on the web interface | AP [{apName}&&apMac] Cellular connection switched to [{currSim}] |
| Description | This event occurs when SIM is switched. |

Remote host blacklisted

TABLE 360 Remote host blacklisted event

| Event | Remote host blacklisted |
|--------------------------------|--|
| Event Type | remoteHostBlacklisted |
| Event Code | 9108 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", remotehosturl = "www.ruckus.wireless.com", remotehostport = "8443" |
| Displayed on the web interface | AP [{apName}&&apMac] Unable to reach [{remotehosturl}]/ [{remotehostport}] and hence blacklisted |
| Description | This event occurs when remote host is blacklisted. |

SIM removal

TABLE 361 SIM removal event

| Event | SIM removal |
|------------|-------------|
| Event Type | simRemoval |
| Event Code | 9109 |
| Severity | Major |

TABLE 361 SIM removal event (continued)

| Event | SIM removal |
|--------------------------------|--|
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currSim = "SIM 0" |
| Displayed on the web interface | AP [{apName&&apMac}] [{currSim}] removed |
| Description | This event occurs when SIM is removed. |

LTE network registration status

TABLE 362 LTE network registration status event

| Event | LTE network registration status |
|--------------------------------|--|
| Event Type | IteNetworkRegistrationStatus |
| Event Code | 9110 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currSim = "SIM 0", currNwRegStatus = "Registered with home network" |
| Displayed on the web interface | AP [{apName&&apMac}] [{currSim}] Cellular network status - [{currNwRegStatus}] |
| Description | This event occurs whenever there is a change in the LTE network registration status. |

LTE connection status

TABLE 363 LTE connection status event

| Event | LTE connection status |
|--------------------------------|--|
| Event Type | IteConnectionStatus |
| Event Code | 9111 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currSim = "SIM 0", currConnStatus = "3G" |
| Displayed on the web interface | AP [{apName&&apMac}] [{currSim}] Cellular connection status - [{currConnStatus}] |
| Description | This event occurs whenever there is a change in the LTE connection status. |

LTE good rssi status

TABLE 364 LTE good rssi status event

| Event | LTE good rssi status |
|--------------------------------|---|
| Event Type | IteGoodRssiStatus |
| Event Code | 9112 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currSim = "SIM 0", currRssiStatus = "good" |
| Displayed on the web interface | AP [{apName&&apMac}] [{currSim}] Cellular signal strength is [{currRssiStatus}] now |
| Description | This event occurs whenever there is a change in the RSSI from weak to good. |

LTE weak rssi status

TABLE 365 LTE weak rssi status event

| Event | LTE weak rssi status |
|--------------------------------|--|
| Event Type | lteWeakRssiStatus |
| Event Code | 9113 |
| Severity | Warning |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", currSim = "SIM 0", currRssiStatus = "weak" |
| Displayed on the web interface | AP [{apName}&{apMac}] [{currSim}] Cellular signal strength is [{currRssiStatus}] now |
| Description | This event occurs whenever there is a change in the RSSI from good to weak. |

AP client load balancing limit reached

TABLE 366 AP client load balancing limit reached event

| Event | AP client load balancing limit reached |
|--------------------------------|---|
| Event Type | apCLBCapacityLimitReached |
| Event Code | 9114 |
| Severity | Informational |
| Attribute | "apMac" = "xx:xx:xx:xx:xx:xx", "nbrAvlCapAvg" = "1000", "localAvlCap" = "1100", "wifiInterface"="2.4G WLANs" |
| Displayed on the web interface | AP [RuckusAP@EC:8C:A2:26:06:F0] reached the capacity limit, localAvlCap=1000, nbrAvlCapAvg=900 on WLAN [2.4G WLANs] |
| Description | This event is raised by AP when the capacity of the AP is less than the average of the neighbor AP's capacity. |

AP client load balancing limit recovered

TABLE 367 AP client load balancing limit recovered event

| Event | AP client load balancing limit recovered |
|--------------------------------|--|
| Event Type | apCLBCapacityLimitRecovered |
| Event Code | 9115 |
| Severity | Informational |
| Attribute | apMac = "xx:xx:xx:xx:xx:xx", "nbrAvlCapAvg" = "1100", "localAvlCap" = "1000", "wifiInterface"="2.4G WLANs" |
| Displayed on the web interface | AP [RuckusAP@EC:8C:A2:26:06:F0] recovered the capacity limit, localAvlCap=800, nbrAvlCapAvg=1000 on WLAN [2.4G WLANs]. |
| Description | This event is raised by AP when the capacity of the AP is more than the average of the neighbor AP's capacity. |

AP USB Events

Following are the events related to AP USB (Universal Serial Bus).

- [AP USB software package downloaded](#) on page 219

- [AP USB software package download failed](#) on page 219

AP USB software package downloaded

TABLE 368 AP USB software package downloaded event

| Event | AP USB software package downloaded |
|--------------------------------|--|
| Event Type | apUsbSoftwarePackageDownloaded |
| Event Code | 370 |
| Severity | Informational |
| Attribute | "apMac="xx:xx:xx:xx:xx:xx", "usbSoftwareName="19d2-fff5(v1.0)" |
| Displayed on the web interface | AP {{apName&&apMac}} downloaded USB software package {{usbSoftwareName}} successfully. |
| Description | This event occurs when AP successfully downloads its USB software package. |

AP USB software package download failed

TABLE 369 AP USB software package download failed event

| Event | AP USB software package download failed |
|--------------------------------|--|
| Event Type | apUsbSoftwarePackageDownloadFailed |
| Event Code | 371 |
| Severity | Major |
| Attribute | apMac="xx:xx:xx:xx:xx:xx", usbSoftwareName="19d2-fff5(v1.0)" |
| Displayed on the web interface | AP {{apName&&apMac}} failed to download USB software package {{usbSoftwareName}} |
| Description | This event occurs when the AP fails to download its USB software package. |

Authentication Events

The following are the events related to authentication.

- [Authentication server not reachable](#) on page 220
- [Unknown realm](#) on page 220
- [Authentication succeeded](#) on page 220
- [Authentication failed](#) on page 221
- [Pseudonym authentication succeeded](#) on page 221
- [Pseudonym authentication failed](#) on page 222
- [Fast re-authentication succeeded](#) on page 222
- [Fast re-authentication failed](#) on page 223
- [Authentication failed over to secondary](#) on page 223
- [Authentication fallback to primary](#) on page 223
- [AD/LDAP connected successfully](#) on page 224
- [AD/LDAP connectivity failure](#) on page 224

- [Bind fails with AD/LDAP](#) on page 224
- [Bind success with LDAP, but unable to find clear text password for the user](#) on page 225
- [RADIUS fails to connect to AD NPS server](#) on page 225
- [RADIUS fails to authenticate with AD NPS server](#) on page 226
- [Successfully established the TLS tunnel with AD/LDAP](#) on page 226
- [Fails to establish TLS tunnel with AD/LDAP](#) on page 226

Authentication server not reachable

TABLE 370 Authentication server not reachable event

| Event | Authentication server not reachable |
|--------------------------------|--|
| Event Type | authSvrNotReachable |
| Event Code | 1601 |
| Severity | Major |
| Attribute | "mvnId"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"="wlan.3gppnetwork.org" "radProxyIp"="7.7.7.7" "authSvrIp"="20.20.20.20" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Authentication Server [{authSvrIp}] not reachable from Radius Proxy [{radProxyIp}] on {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when the authentication fails since the primary or secondary servers are not reachable. |

Unknown realm

NOTE

This event is not applicable for vSZ-H.

TABLE 371 Unknown realm event

| Event | Unknown realm |
|--------------------------------|---|
| Event Type | unknownRealm |
| Event Code | 1603 |
| Severity | Debug |
| Attribute | "mvnId"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"="wlan.3gppnetwork.org" |
| Displayed on the web interface | Realm [{realm}] could not be resolved to a AAA server |
| Description | This event occurs when the authentication realm resolution fails. |

Authentication succeeded

TABLE 372 Authentication succeeded event

| Event | Authentication succeeded |
|------------|--------------------------|
| Event Type | authSuccess |
| Event Code | 1604 |
| Severity | Debug |

TABLE 372 Authentication succeeded event (continued)

| Event | Authentication succeeded |
|--------------------------------|--|
| Attribute | "mvsidn"=12 "wlanId"=1,"zoneId"=10" ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"=" radiusd" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345" "ueMsisdn"="98787" "authType"="EAP-SIM/AKA" |
| Displayed on the web interface | Authentication successful for UE with IMSI [{ueImsi}] and MSISDN [{ueMsisdn}]. {produce.short.name} used is [{SCGMgmtIp}] |
| Description | This event occurs when the RADIUS accept is sent back to the AP. This event applies only for TTG/PDG session. Note: The attribute Permanent ID is used for authentication. |

Authentication failed

TABLE 373 Authentication failed event

| Event | Authentication failed |
|--------------------------------|---|
| Event Type | authFailed |
| Event Code | 1605 |
| Severity | Debug |
| Attribute | "mvsidn"=12 "wlanId"=1,"zoneId"=10" ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"=" radiusd" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345","ueMsisdn"="98787", "cause"="<Cause of failure>" "authType"="EAP-SIM/AKA" |
| Displayed on the web interface | Authentication failed for UE with IMSI [{ueImsi}] and MSISDN [{ueMsisdn}]. Cause = [{cause}]. {produce.short.name} used is [{SCGMgmtIp}] |
| Description | This event occurs when the RADIUS reject is sent back and the MS-ISDN is provided (if available). Note: The attribute Permanent ID is used for authentication. |

Pseudonym authentication succeeded

NOTE

This event is not applicable for vSZ-H.

TABLE 374 Pseudonym authentication succeeded event

| Event | Pseudonym authentication succeeded |
|--------------------------------|--|
| Event Type | pseudonymAuthSuccess |
| Event Code | 1606 |
| Severity | Debug |
| Attribute | "mvsidn"=12 "wlanId"=1,"zoneId"=10" ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"=" radiusd" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345","ueMsisdn"="98787" "authType"="EAP-SIM/AKA" |
| Displayed on the web interface | Pseudonym ID based authentication successful for UE with IMSI [{ueImsi}] and MSISDN [{ueMsisdn}]. {produce.short.name} used is [{SCGMgmtIp}] |
| Description | This event occurs when the RADIUS accept is sent back to the AP. This event is applicable when the controller acts as a host AAA server and is applicable only for TTG/PDG session. |

TABLE 374 Pseudonym authentication succeeded event (continued)

| | |
|-------|--|
| Event | Pseudonym authentication succeeded |
| | Note: The attribute Pseudonym ID is used for authentication. |

Pseudonym authentication failed

NOTE

This event is not applicable for vSZ-H.

TABLE 375 Pseudonym authentication failed event

| | |
|--------------------------------|--|
| Event | Pseudonym authentication failed |
| Event Type | pseudonymAuthFailed |
| Event Code | 1607 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1 "zoneId"=10 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"=" radiusd" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345", "ueMsisdn"="98787" "cause"="<Cause of failure>" "authType"="EAP-SIM/AKA" |
| Displayed on the web interface | Pseudonym ID based authentication failed for UE with IMSI [{ueImsi}] and MSISDN [{ueMsisdn}]. Cause = [{cause}]. {produce.short.name} used is [{SCGMgmtIp}] |
| Description | This event occurs when the RADIUS reject is sent back for pseudonym authentication. This event is applicable when the controller acts as a host AAA server. The mobile subscriber integrated services digital network number (MS-ISDN) is provided (if available). Note: The attribute Pseudonym ID is used for authentication. |

Fast re-authentication succeeded

NOTE

This event is not applicable for vSZ-H.

TABLE 376 Fast re-authentication succeeded event

| | |
|--------------------------------|--|
| Event | Fast re-authentication succeeded |
| Event Type | fastReauthSuccess |
| Event Code | 1608 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1, "zoneId"=10 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"=" radiusd" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345" "ueMsisdn"="98787" "authType"="EAP-SIM/AKA" |
| Displayed on the web interface | Fast re-auth ID based authentication successful for UE with IMSI [{ueImsi}] and MSISDN [{ueMsisdn}]. {produce.short.name} used is [{SCGMgmtIp}] |
| Description | This event occurs after resending RADIUS accept back to AP. This event is applicable when, the {produce.short.name} acts as a hosted AAA server and for TTG/PDG session. Note: FastReauth ID is used for authentication. |

Fast re-authentication failed

NOTE

This event is not applicable for vSZ-H.

TABLE 377 Fast re-authentication failed event

| Event | Fast re-authentication failed |
|--------------------------------|---|
| Event Type | fastReauthFailed |
| Event Code | 1609 |
| Severity | Debug |
| Attribute | "mvpnold"=12 "wlanId"=1,"zoneId"=10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"=" radiusd" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345" "ueMsisdn"="98787" "cause"="<Cause of failure>" "authType"="EAP-SIM/ AKA" |
| Displayed on the web interface | Fast re-auth ID based authentication failed for UE with IMSI [{{ueImsi}}] and MSISDN [{{ueMsisdn}}]. Cause = [{{cause}}]. {produce.short.name} used is [{{SCGMgmtIp}}] |
| Description | This event occurs when the RADIUS reject is sent back for fast reauthentication. This event applies when the controller acts as a host AAA server. The MS-ISDN is provided (if available). Note: Attribute FastReuathID is used for reauthentication. |

Authentication failed over to secondary

TABLE 378 Authentication failed over to secondary event

| Event | Authentication failed over to secondary |
|--------------------------------|--|
| Event Type | authFailedOverToSecondary |
| Event Code | 1651 |
| Severity | Major |
| Attribute | "mvpnold"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"="wlan.mnc080.mcc405.3gppnetwork.org" "radProxyIp"="7.7.7.7" "primary"="20.20.20.20" "secondary"="30.30.30.30" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Radius Server Failed Over from Primary [{{primary}}] to Secondary [{{secondary}}] on Radius Proxy [{{radProxyIp}}] on {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when the secondary authentication RADIUS server is available after the primary server becomes zombie or dead. |

Authentication fallback to primary

TABLE 379 Authentication fallback to primary event

| Event | Authentication fallback to primary |
|------------|------------------------------------|
| Event Type | authFallbackToPrimary |
| Event Code | 1652 |
| Severity | Major |

TABLE 379 Authentication fallback to primary event (continued)

| Event | Authentication fallback to primary |
|--------------------------------|---|
| Attribute | "mvnold"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"= "wlan.mnc080.mcc405.3gppnetwork.org" "radProxyIp"="7.7.7.7" "primary"="20.20.20.20" "secondary"="30.30.30.30" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Radius Server Fallback to Primary [{primary}] from Secondary [{secondary}] on Radius Proxy [{radProxyIp}] on {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when the automatic fallback is enabled. The authentication failover to secondary server has occurred, the revival timer for primary server has expired and the requests falls back to the primary server. |

AD/LDAP connected successfully

TABLE 380 AD/LDAP connected successfully event

| Event | AD/LDAP connected successfully |
|--------------------------------|--|
| Event Type | racADLDAPSuccess |
| Event Code | 1751 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12, "srcProcess"="RAC", "authSrvIp"= "1.1.1.1" "SCGMgmtIp"="2.2.2.2", "desc"="Successful connection to AD/LDAP" |
| Displayed on the web interface | [{srcProcess}] Connect to AD/LDAP[{authSrvIp}] successfully from SCG[{SCGMgmtIp}] |
| Description | This event occurs when RADIUS connection to AD/LDAP server is successful. |

AD/LDAP connectivity failure

TABLE 381 AD/LDAP connectivity failure event

| Event | AD/LDAP connectivity failure |
|--------------------------------|---|
| Event Type | racADLDAPFail |
| Event Code | 1752 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12, "srcProcess"="RAC", "authSrvIp"="1.1.1.1", "SCGMgmtIp"="2.2.2.2" "desc"= "Connection to AD/LDAP fails" |
| Displayed on the web interface | [{srcProcess}] Connect to AD/LDAP[{authSrvIp}] fails from SCG[{SCGMgmtIp}] |
| Description | This event occurs when RADIUS fails to connect to AD/LDAP server. |

Bind fails with AD/LDAP

TABLE 382 Bind fails with AD/LDAP event

| Event | Bind fails with AD/LDAP |
|------------|-------------------------|
| Event Type | racADLDAPBindFail |

TABLE 382 Bind fails with AD/LDAP event (continued)

| Event | Bind fails with AD/LDAP |
|--------------------------------|---|
| Event Code | 1753 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12, "srcProcess"="RAC", "authSrvrIp"= "1.1.1.1", "username"="testuser" "SCGMgmtIp"="2.2.2.2", "desc"="Bind to AD/LDAP fails" |
| Displayed on the web interface | [[srcProcess]] Bind to AD/LDAP[[authSrvrIp]] fails from SCG[[SCGMgmtIp]] for User[[userName]] |
| Description | This event occurs when RADIUS binding fails to AD/LDAP server. |

Bind success with LDAP, but unable to find clear text password for the user

TABLE 383 Bind success with LDAP, but unable to find clear text password for the user event

| Event | Bind success with LDAP but unable to find clear text password for the user |
|--------------------------------|---|
| Event Type | racLDAPFailToFindPassword |
| Event Code | 1754 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12, "srcProcess"="RAC", "authSrvrIp"="1.1.1.1", "username"= "testuser" "SCGMgmtIp"="2.2.2.2", "desc"="Fail to find password" |
| Displayed on the web interface | [[srcProcess]] failed to find password from LDAP [[authSrvrIp]] for SCG[[SCGMgmtIp]] for User[[userName]] |
| Description | This event occurs when binding is successful with LDAP using root credential but is unable to retrieve the clear text password for the user. |

RADIUS fails to connect to AD NPS server

TABLE 384 RADIUS fails to connect to AD NPS server event

| Event | RADIUS fails to connect to AD NPS server |
|--------------------------------|---|
| Event Type | racADNPSFail |
| Event Code | 1755 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12, "srcProcess"="RAC", "authSrvrIp"="1.1.1.1", "username"="testuser" "SCGMgmtIp"="2.2.2.2", "desc"= "Fails to connect to AD NPS server" |
| Displayed on the web interface | [[srcProcess]] Fails to connect to AD NPS [[authSrvrIp]] from SCG[[SCGMgmtIp]] |
| Description | This event occurs when RADIUS fails to connect to AD NPS server. |

RADIUS fails to authenticate with AD NPS server

TABLE 385 RADIUS fails to authenticate with AD NPS server event

| Event | RADIUS fails to authenticate with AD NPS server |
|--------------------------------|--|
| Event Type | racADNPSFailToAuthenticate |
| Event Code | 1756 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12, "srcProcess"="RAC", "authSrvrIp"="1.1.1.1", "username"="testuser" "SCGMgmtIp"="2.2.2.2", "desc"="Fails to authenticate with AD NPS" |
| Displayed on the web interface | {{srcProcess}} Fails to authenticate AD NPS{{authSrvrIp}} on SCG {{SCGMgmtIp}} for User{{userName}} |
| Description | This event occurs when RADIUS fails to authenticate with AD NPS server. |

Successfully established the TLS tunnel with AD/LDAP

TABLE 386 Successfully established the TLS tunnel with AD/LDAP event

| Event | Successfully established the TLS tunnel with AD/LDAP |
|--------------------------------|--|
| Event Type | racADNPSFailToAuthenticate |
| Event Code | 1761 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12, "srcProcess"="radiusd", "authSrvrIp"="1.1.1.1", "authSrvrPort"="636" "SCGMgmtIp"="2.2.2.2", "desc"="Successfully established TLS Tunnel with LDAP/AD" |
| Displayed on the web interface | {{srcProcess}} Established the TLS connection with AD/LDAP{{authSrvrIp}} successfully from SCG{{SCGMgmtIp}} |
| Description | This event occurs when the TLS connection between the controller and AD/ LDAP is successfully established. |

Fails to establish TLS tunnel with AD/LDAP

TABLE 387 Fails to establish TLS tunnel with AD/LDAP event

| Event | Fails to establish TLS tunnel with AD/LDAP |
|--------------------------------|--|
| Event Type | racADLDAPTLSTLSFailed |
| Event Code | 1762 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"=12 "srcProcess"="radiusd", "authSrvrIp"="1.1.1.1" "authSrvrPort"="636", "SCGMgmtIp"="2.2.2.2" "desc"="Fails to establish TLS Tunnel with LDAP/AD" |
| Displayed on the web interface | {{srcProcess}} Establishes the TLS connection with AD/LDAP{{authSrvrIp}} fails from SCG{{SCGMgmtIp}} |
| Description | This event occurs when the TLS connection between the controller and AD/ LDAP fails. |
| Auto Clearance | This event triggers the alarm 1762, which is auto cleared by the event code 1761. |

NOTE

Refer to [Authentication Alarms](#) on page 82.

Authorization Events

The following are the events related to authorization (DM/CoA).

- [DM received from AAA](#) on page 227
- [DM NACK sent to AAA](#) on page 227
- [DM sent to NAS](#) on page 228
- [DM NACK received from NAS](#) on page 228
- [CoA received from AAA](#) on page 228
- [CoA NACK sent to AAA](#) on page 229
- [CoA sent NAS](#) on page 229
- [CoA NAK received NAS](#) on page 229
- [CoA authorize only access reject](#) on page 230
- [CoA RWSG MWSG notification failure](#) on page 230

DM received from AAA

TABLE 388 DM received from AAA event

| | |
|--------------------------------|--|
| Event | DM received from AAA |
| Event Type | dmRcvdAAA |
| Event Code | 1641 |
| Severity | Debug |
| Attribute | "mvpnoid"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radius" "userName"="user name" "radSrvrIp"="7.7.7.7" "rmtRadSrvrIp"="40.40.40.40" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | RADIUS DM received by RAC [{radSrvrIp}] from AAA [{rmtRadSrvrIp}] for [{userName}] |
| Description | This event occurs when the radio access controller (RAC) receives a disconnected message from the AAA server. |

DM NACK sent to AAA

TABLE 389 DM NACK sent to AAA event

| | |
|------------|--|
| Event | DM NACK sent to AAA |
| Event Type | dmNackSntAAA |
| Event Code | 1642 |
| Severity | Debug |
| Attribute | "mvpnoid"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radius" "userName"="user name" "radSrvrIp"="7.7.7.7" "rmtRadSrvrIp"="40.40.40.40" "SCGMgmtIp"="2.2.2.2" |

TABLE 389 DM NACK sent to AAA event (continued)

| Event | DM NACK sent to AAA |
|--------------------------------|---|
| Displayed on the web interface | RADIUS DM NACK sent by RAC [{radSrvrIp}] to AAA [{rmtRadSrvrIp}] for [{userName}] |
| Description | This event occurs when RAC sends a disconnected not acknowledged message to the AAA server. |

DM sent to NAS

TABLE 390 DM sent to NAS event

| Event | DM sent to NAS |
|--------------------------------|---|
| Event Type | dmSntNAS |
| Event Code | 1643 |
| Severity | Debug |
| Attribute | "mvnoid"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radius" "userName"="user name" "radSrvrIp"="7.7.7.7" "nasIp"="40.40.40.40" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | RADIUS DM sent to NAS [{rmtRadSrvrIp}] by RAC [{radSrvrIp}] for [{userName}] |
| Description | This event occurs when RAC sends a disconnected message to the network access server [proxy of received disconnected message or the disconnected message as initiated by the controller]. |

DM NACK received from NAS

TABLE 391 DM NACK received from NAS event

| Event | DM NACK received from NAS |
|--------------------------------|--|
| Event Type | dmNackRcvdNAS |
| Event Code | 1644 |
| Severity | Debug |
| Attribute | "mvnoid"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radius" "userName"="user name" "radSrvrIp"="7.7.7.7" "nasIp"="40.40.40.40" "SCGMgmtIp"="2.2.2.2", "cause"="" |
| Displayed on the web interface | RADIUS DM NACK received by RAC [{radSrvrIp}] from NAS [{nasIp}] for [{userName}] |
| Description | This event occurs when the radio access control receives disconnect message, which is not acknowledged from the NAS server. |

CoA received from AAA

TABLE 392 CoA received from AAA event

| Event | CoA received from AAA |
|------------|-----------------------|
| Event Type | coaRcvdAAA |
| Event Code | 1645 |
| Severity | Debug |

TABLE 392 CoA received from AAA event (continued)

| Event | CoA received from AAA |
|--------------------------------|--|
| Attribute | "mvrnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radius" "userName"="user name" "radSrvrlp"="7.7.7.7" "rmtRadSrvrlp"="40.40.40.40" "SCGMgmtlp"="2.2.2.2" |
| Displayed on the web interface | RADIUS CoA received by RAC [{{radSrvrlp}}] from AAA [{{rmtRadSrvrlp}}] for [{{userName}}] |
| Description | This event occurs when radio access control receives a change of authorization message from the AAA server. |

CoA NACK sent to AAA

TABLE 393 CoA NACK sent to AAA event

| Event | CoA NACK sent to AAA |
|--------------------------------|--|
| Event Type | coaNackSntAAA |
| Event Code | 1646 |
| Severity | Debug |
| Attribute | "mvrnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radius" "userName"="user name" "radSrvrlp"="7.7.7.7" "rmtRadSrvrlp"="40.40.40.40" "SCGMgmtlp"="2.2.2.2" |
| Displayed on the web interface | RADIUS CoA NACK sent by RAC [{{radSrvrlp}}] to AAA [{{rmtRadSrvrlp}}] for [{{userName}}] |
| Description | This event occurs when radio access control sends a change of authorization, not acknowledged to the AAA server. |

CoA sent NAS

TABLE 394 CoA sent NAS event

| Event | CoA sent NAS |
|--------------------------------|---|
| Event Type | coaSentNas |
| Event Code | 1647 |
| Severity | Debug |
| Attribute | "mvrnold"="12" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "userName"="abc@xyz.com" "radSrvrlp"="1.1.1.1" "naslp"="3.3.3.3" "SCGMgmtlp"="2.2.2.2" |
| Displayed on the web interface | CoA requests proxied/forwarded to NAS(AP) [{{naslp}}]. |
| Description | This event occurs when the controller forwards/proxy of change of authorization to the NAS server. |

CoA NAK received NAS

TABLE 395 CoA NAK received NAS event

| Event | CoA NAK received NAS |
|------------|----------------------|
| Event Type | coaNakRcvdNas |
| Event Code | 1648 |

TABLE 395 CoA NAK received NAS event (continued)

| Event | CoA NAK received NAS |
|--------------------------------|---|
| Severity | Debug |
| Attribute | "mvpnold"="12" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "userName"="abc@xyz.com" "radSrvrIp"="1.1.1.1" "nasIp"="3.3.3.3" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | CoA NAK received from NAS(AP) for forwarded/proxied CoA [{radSrvrIp}] |
| Description | This event occurs when a change of authorization, not acknowledged is received from the NAS server. |

CoA authorize only access reject

TABLE 396 CoA authorize only access reject event

| Event | CoA authorize only access reject |
|--------------------------------|---|
| Event Type | coaAuthorizeOnlyAccessReject |
| Event Code | 1649 |
| Severity | Critical |
| Attribute | "mvpnold"="12" "wlanId"="1", "zoneld"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "realm"="wlan. 3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "aaaSrvrIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345", "ueMsisdn"="98787", "rmtRadSrvrIp"="40.40.40.40" |
| Displayed on the web interface | CoA Authorize Only unsuccessful for AAA Server [rmtRadSrvrIp] for UE [ueMacAddr] |
| Description | This event occurs when the change of authorization is rejected. |

CoA RWSG MWSG notification failure

TABLE 397 CoA RWSG MWSG notification failure event

| Event | CoA RWSG MWSG notification failure |
|--------------------------------|--|
| Event Type | coaRWSGMWSGNotifFailure |
| Event Code | 1650 |
| Severity | Major |
| Attribute | mvpnold"=12 "wlanId"=1 "zoneld"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "userName"="abc@xyz.com" "realm"="wlan.mnc080.mcc405.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "apType" = " "ueMacAddr"="aa:bb:cc:gg:hh:ii" |
| Displayed on the web interface | Session Modify MWSG-RWSG Notification Failure/No response received |
| Description | This event occurs when the change of authorization in RADIUS /metro wireless service gateway notification fails. |

Control and Data Plane Interface

NOTE

This event is not applicable for vSZ-H.

Following are the events related to control and data plane events.

- [DP connected](#) on page 231
- [GtpManager \(DP\) disconnected](#) on page 231
- [Session updated at DP](#) on page 232
- [Session update at DP failed](#) on page 232
- [Session deleted at DP](#) on page 232
- [Session delete at DP failed](#) on page 233
- [C2d configuration failed](#) on page 233

DP connected

TABLE 398 DP connected event

| Event | DP connected |
|--------------------------------|---|
| Event Type | connectedToDblade |
| Event Code | 1201 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="NA", "ctrlBladeIp"="1.1.1.1", "dataBladeIp"="3.3.3.3", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | The connectivity between Control plane [{ctrlBladeIp}] and Data plane [{dataBladeIp}] is established at {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when control plane completes the configuration procedure successfully. |

GtpManager (DP) disconnected

TABLE 399 GtpManager (DP) disconnected event

| Event | GtpManager (DP) disconnected |
|--------------------------------|---|
| Event Type | lostCnxnToDblade |
| Event Code | 1202 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="NA", "ctrlBladeIp"="1.1.1.1", "dataBladeIp"="3.3.3.3", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | The connectivity between Control plane [{ctrlBladeIp}] and Data plane [{dataBladeIp}] is lost at {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when either the transmission control protocol connection is lost or when the control plane is unable to complete the configuration procedure. |
| Auto Clearance | This event triggers the alarm 1202, which is auto cleared by the event code 1201. |

Session updated at DP

TABLE 400 Session updated at DP event

| Event | Session updated at DP |
|--------------------------------|---|
| Event Type | sessUpdatedAtDblade |
| Event Code | 1205 |
| Severity | Debug |
| Attribute | "mvpnold"="12", "wlanId"="1", "zoneld"="10", "srcProcess"="aut", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "realm"="realm sent by UE", "ctrlBladeIp"="1.1.1.1", "dataBladeIp"="3.3.3.3", "SCGMgmtIp"="2.2.2.2", "ueMacAddr"="aa:bb:cc:gg:hh:ii", "ueImsi"="12345", "ueMsisdn"="98787" |
| Displayed on the web interface | TTG/PDG session for UE with IMSI [{ueImsi}] and MSISDN [{ueMsisdn}] has been updated at Data plane [{dataBladeIp}] by Control plane [{ctrlBladeIp}] at {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when the session updates the request (C-D-SESS-UPD-REQ) successfully. |

Session update at DP failed

TABLE 401 Session update at DP failed event

| Event | Session update at DP failed |
|--------------------------------|---|
| Event Type | sessUpdateErrAtDblade |
| Event Code | 1206 |
| Severity | Debug |
| Attribute | "mvpnold"="12", "wlanId"="1", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "zoneld"="10", "realm"="realm sent by UE", "ctrlBladeIp"="1.1.1.1", "dataBladeIp"="3.3.3.3", "SCGMgmtIp"="2.2.2.2", "ueMacAddr"="aa:bb:cc:gg:hh:ii", "ueImsi"="12345", "ueMsisdn"="98787" |
| Displayed on the web interface | TTG/PDG session for UE with IMSI [{ueImsi}] and MSISDN [{ueMsisdn}] has failed to update at Data plane [{dataBladeIp}] by Control plane [{ctrlBladeIp}] at {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when the session update request fails (C-D-SESS-UPD-REQ). This is either due to a request timeout or a failed response. |

Session deleted at DP

TABLE 402 Session deleted at DP event

| Event | Session deleted at DP |
|------------|---|
| Event Type | sessDeletedAtDblade |
| Event Code | 1207 |
| Severity | Debug |
| Attribute | "mvpnold"="12", "wlanId"="1", "zoneld"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="realm sent |

TABLE 402 Session deleted at DP event (continued)

| Event | Session deleted at DP |
|--------------------------------|---|
| | by UE", "ctrlBladeIp"="1.1.1.1", "dataBladeIp"="3.3.3.3", "SCGMgmtIp"="2.2.2.2", "ueMacAddr"="aa:bb:cc:gg:hh:ii", "ueImsi"="12345", "ueMsisdn"="98787" |
| Displayed on the web interface | TTG/PDG session for UE with IMSI [{{ueImsi}}] and MSISDN [{{ueMsisdn}}] has been deleted from Data plane [{{dataBladeIp}}] by Control plane [{{ctrlBladeIp}}] at {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when the session deletes request (C-D-SESS-DEL-REQ) is successfully acknowledged. |

Session delete at DP failed

TABLE 403 Session delete at DP failed event

| Event | Session delete at DP failed |
|--------------------------------|--|
| Event Type | sessDeleteErrAtDblade |
| Event Code | 1208 |
| Severity | Debug |
| Attribute | "mvnold"="12", "wlanId"="1", "zoneId"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="realm sent by UE", "ctrlBladeIp"="1.1.1.1", "dataBladeIp"="3.3.3.3", "SCGMgmtIp"="2.2.2.2", "ueMacAddr"="aa:bb:cc:gg:hh:ii", "ueImsi"="12345", "ueMsisdn"="98787" |
| Displayed on the web interface | TTG/PDG session for UE with IMSI [{{ueImsi}}] and MSISDN [{{ueMsisdn}}] has failed to delete from Data plane [{{dataBladeIp}}] by Control plane [{{ctrlBladeIp}}] at {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when the session delete request (C-D-SESS-DEL-REQ) results in a timeout or a failed response. |

C2d configuration failed

TABLE 404 C2d configuration failed event

| Event | C2d configuration failed |
|--------------------------------|---|
| Event Type | c2dCfgFailed |
| Event Code | 1209 |
| Severity | Warning |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut", "realm"="NA" "ctrlBladeIp"="1.1.1.1", "dataBladeIp"="3.3.3.3", "SCGMgmtIp"="2.2.2.2", "cause"="<what was configured>" |
| Displayed on the web interface | Configuration [{{cause}}] from Control plane [{{ctrlBladeIp}}] failed to apply on Data plane [{{dataBladeIp}}] at {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when the configuration request (C-D-CFG-REQ) results in a timeout or a failed response. |

NOTE

Refer to [Control and Data Plane Interface](#) on page 231.

Client Events

All client events from the AP will be appended with tenant ID ("tenantUUID":"xxxxx"). Following are the events related to clients:

- [Client authentication failed](#) on page 235
- [Client joined](#) on page 235
- [Client failed to join](#) on page 235
- [Client disconnected](#) on page 236
- [Client connection timed out](#) on page 236
- [Client authorization successfully](#) on page 237
- [Client authorization failed](#) on page 237
- [Client session expired](#) on page 237
- [Client roaming](#) on page 238
- [Client logged out](#) on page 238
- [3rd party client join](#) on page 239
- [3rd party client inactivity timeout](#) on page 239
- [3rd party client authorization](#) on page 239
- [3rd party client authorization failure](#) on page 240
- [3rd party client session expiration](#) on page 240
- [3rd party client roaming](#) on page 241
- [3rd party client session logout](#) on page 241
- [Client roaming disconnected](#) on page 241
- [Client blocked](#) on page 242
- [Client grace period](#) on page 242
- [Onboarding registration succeeded](#) on page 242
- [Onboarding registration failed](#) on page 243
- [Remediation succeeded](#) on page 243
- [Remediation failed](#) on page 243
- [Force DHCP disconnected](#) on page 244
- [WDS device joined](#) on page 244
- [WDS device left](#) on page 244
- [Client is blocked because of barring UE rule](#) on page 245
- [Client is unblocked by barring UE rule](#) on page 245
- [Start CALEA mirroring client](#) on page 245
- [Stop CALEA mirroring client](#) on page 246
- [Wired client joined](#) on page 246
- [Wired client failed to join](#) on page 246
- [Wired client disconnected](#) on page 247
- [Wired client authorization successfully](#) on page 247
- [Wired client session expired](#) on page 247

- [Application identified](#) on page 248
- [Application denied](#) on page 248
- [URL filtering server unreachable](#) on page 248
- [URL filtering server reachable](#) on page 249
- [Packet spoofing detected](#) on page 249
- [Packet spoofing detected](#) on page 249
- [Packet spoofing detected](#) on page 250
- [Packet spoofing detected](#) on page 250

Client authentication failed

TABLE 405 Client authentication failed event

| Event | Client authentication failed |
|--------------------------------|---|
| Event Type | clientAuthFailure |
| Event Code | 201 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "wlanId"="xxxxx", "userName"="xxxxx", "userId"="uuid" |
| Displayed on the web interface | Client [{userName} IP clientMac] failed to join WLAN [{ssid}] from AP [{apName&&apMac}] due to authentication failure. |
| Description | This event occurs when the client fails to join WLAN on the AP due to an authentication failure. |

Client joined

TABLE 406 Client joined event

| Event | Client joined |
|--------------------------------|---|
| Event Type | clientJoin |
| Event Code | 202 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x", "userId"="uuid" |
| Displayed on the web interface | Client [{userName} IP clientMac] joined WLAN [{ssid}] from AP [{apName&&apMac}] |
| Description | This event occurs when the client session joins the WLAN on AP. |

Client failed to join

TABLE 407 Client failed to join event

| Event | Client failed to join |
|------------|-----------------------|
| Event Type | clientJoinFailure |
| Event Code | 203 |

TABLE 407 Client failed to join event (continued)

| Event | Client failed to join |
|--------------------------------|--|
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "wlanId"="xxxxx", "userName"="xxxxx" "userId"="uuid" |
| Displayed on the web interface | Client [{userName} IP clientMac] failed to join WLAN [{ssid}] from AP [{apName&&apMac}]. |
| Description | This event occurs when the client fails to connect to the WLAN on the AP. |

Client disconnected

TABLE 408 Client disconnected event

| Event | Client disconnected |
|--------------------------------|--|
| Event Type | clientDisconnect |
| Event Code | 204 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "assoicationTime"="600", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x", "apName"="", "apLocation"="", "username"="", "osType"="", "radio"="", "vlanId"="", "sessionDuration"="", "txBytes"="", "rxBytes"="", "rssi"="", "receivedSignalStrength"="", "apGps"="", "hostname"="", "encryption"="", "disconnectReason"="", "bssid"="", "userId"="uuid" |
| Displayed on the web interface | Client [{userName} IP clientMac] disconnected from WLAN [{ssid}] on AP [{apName&&apMac}] |
| Description | This event occurs when the client disconnects from WLAN on AP. |

Client connection timed out

TABLE 409 Client connection timed out event

| Event | Client connection timed out |
|------------|---|
| Event Type | clientInactivityTimeout |
| Event Code | 205 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "assoicationTime"="600", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x", "apName"="", "apLocation"="", "username"="", "osType"="", "radio"="", "vlanId"=", "sessionDuration"=", "txBytes"=", "rxBytes"=", "rssi"="", "receivedSignalStrength"="", "apGps"="", "hostname"="", "encryption"="", "userId"="uuid" |

TABLE 409 Client connection timed out event (continued)

| Event | Client connection timed out |
|--------------------------------|--|
| Displayed on the web interface | Client [{userName} IP clientMac] disconnected from WLAN [{ssid}] on AP [{apName}&&apMac] due to inactivity |
| Description | This event occurs when client disconnects from WLAN on AP due to inactivity. |

Client authorization successfully

TABLE 410 Client authorization successfully event

| Event | Client authorization successfully |
|--------------------------------|---|
| Event Type | clientAuthorization |
| Event Code | 206 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x", "userId"="uuid" |
| Displayed on the web interface | Client [{userName} IP clientMac] of WLAN [{ssid}] from AP [{apName}&&apMac] was authorized. |
| Description | This event occurs when the client on WLAN AP is authorized. |

Client authorization failed

TABLE 411 Client authorization failed event

| Event | Client authorization failed |
|--------------------------------|--|
| Event Type | clientAuthorizationFailure |
| Event Code | 207 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x" "userId"="uuid" |
| Displayed on the web interface | Client [{userName} IP clientMac] of WLAN [{ssid}] from AP [{apName}&&apMac] was not authorized. |
| Description | This event occurs when the client on WLAN AP authorization fails. |

Client session expired

TABLE 412 Client session expired event

| Event | Client session expired |
|------------|---|
| Event Type | clientSessionExpiration |
| Event Code | 208 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "assoicationTime"="600", "wlanId"="xxxxx", "userName"="xxxxx", |

TABLE 412 Client session expired event (continued)

| Event | Client session expired |
|--------------------------------|--|
| | "clientIP"="x.x.x.x", "apName"="", "apLocation"="", "username"="", "osType"="", "radio"="", "vlanId"="", "sessionDuration"="", "txBytes"="", "rxBytes"="", "rssi"="", "receivedSignalStrength"="", "apGps"="", "hostname"="", "encryption"="", "disconnectReason"="", "bssid"="" "userId"="uuid" |
| Displayed on the web interface | Client [{userName} IP clientMac] exceeded the session time limit. Session terminated. |
| Description | This event occurs when the client exceeds the session time limit resulting in a session termination. |

Client roaming

TABLE 413 Client roaming event

| Event | Client roaming |
|--------------------------------|--|
| Event Type | clientRoaming |
| Event Code | 209 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x" "userId"="uuid" |
| Displayed on the web interface | AP [{apName}&&apMac] radio [{toRadio}] detected client [{userName} IP clientMac] in WLAN [{ssid}] roam from AP [{fromApName}&&fromApMac]. |
| Description | This event occurs when the AP radio detects a client. |

Client logged out

TABLE 414 Client logged out event

| Event | Client logged out |
|--------------------------------|---|
| Event Type | clientSessionLogout |
| Event Code | 210 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "associationTime"="600", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x", "apName"="", "apLocation"="", "username"="", "osType"="", "radio"="", "vlanId"="", "sessionDuration"="", "txBytes"="", "rxBytes"="", "rssi"="", "receivedSignalStrength"="", "apGps"="", "hostname"="", "encryption"="", "disconnectReason"="", "bssid"="" "userId"="uuid" |
| Displayed on the web interface | Client [{userName} IP clientMac] session logout. |
| Description | This event occurs when a client session is logged out. |

3rd party client join

NOTE

This event is not applicable for vSZ-H.

TABLE 415 3rd party client join event

| Event | 3rd party client join |
|--------------------------------|---|
| Event Type | 3rdPtyClientJoin |
| Event Code | 211 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "clientIP"="x.x.x.x", "zoneUUID"="xxxxxx", "userId"="uuid" |
| Displayed on the web interface | 3rd party client [{clientIP} clientMac] joined Zone [{zoneName}] on DP [{dpName&&dpKey}] |
| Description | This event occurs when a 3rd party client joins the AP zone session on the data plane. |

3rd party client inactivity timeout

NOTE

This event is not applicable for vSZ-H.

TABLE 416 3rd party client inactivity timeout event

| Event | 3rd party client inactivity timeout |
|--------------------------------|---|
| Event Type | 3rdPtyClientInactivityTimeout |
| Event Code | 212 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "clientIP"="x.x.x.x", "zoneUUID"="xxxxxx", "userId"="uuid" |
| Displayed on the web interface | 3rd party client [{clientIP} clientMac] disconnected from Zone [{zoneName}] on DP [{dpName&&dpKey}] due to inactivity. |
| Description | This event occurs when 3rd party client disconnects from an AP zone session on the data plane due to inactivity. |

3rd party client authorization

NOTE

This event is not applicable for vSZ-H.

TABLE 417 3rd party client authorization event

| Event | 3rd party client authorization |
|------------|---|
| Event Type | 3rdPtyClientAuthorization |
| Event Code | 213 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "clientIP"="x.x.x.x", "zoneUUID"="xxxxxx", "userId"="uuid" |

TABLE 417 3rd party client authorization event (continued)

| Event | 3rd party client authorization |
|--------------------------------|--|
| Displayed on the web interface | 3rd Party client [{{clientIP clientMac}}] of Zone [{{zoneName}}] on DP [{{dpName&&dpKey}}] was authorized. |
| Description | This event occurs when 3rd party client on AP zone session is authorized. |

3rd party client authorization failure

NOTE

This event is not applicable for vSZ-H.

TABLE 418 3rd party client authorization failure event

| Event | 3rd party client authorization failure |
|--------------------------------|---|
| Event Type | 3rdPtyClientAuthorizationFailure |
| Event Code | 214 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "clientIP"="x.x.x.x", "zoneUUID"="xxxxxx", "userId"="uuid" |
| Displayed on the web interface | 3rd party client [{{clientIP clientMac}}] of Zone [{{zoneName}}] on DP [{{dpName&&dpKey}}] was not authorized. |
| Description | This event occurs when the 3rd party client on the AP zone session is not authorized. |

3rd party client session expiration

NOTE

This event is not applicable for vSZ-H.

TABLE 419 3rd party client session expiration event

| Event | 3rd party client session expiration |
|--------------------------------|--|
| Event Type | 3rdPtyClientSessionExpiration |
| Event Code | 215 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "clientIP"="x.x.x.x", "zoneUUID"="xxxxxx", "userId"="uuid" |
| Displayed on the web interface | 3rd party client [{{clientIP clientMac}}] of Zone [{{zoneName}}] on DP [{{dpName dpKey}}] exceeded the session time limit. Session terminated. |
| Description | This event occurs when the 3rd party client on the AP zone exceeds the session time limit, resulting in session termination. |

3rd party client roaming

NOTE

This event is not applicable for vSZ-H.

TABLE 420 3rd party client roaming event

| Event | 3rd party client roaming |
|--------------------------------|--|
| Event Type | 3rdPtyClientRoaming |
| Event Code | 216 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "clientIP"="x.x.x.x", "zoneUUID"="xxxxxx", "userId"="uuid" |
| Displayed on the web interface | DataPlane [{dpName dpKey}] detected 3rd party client [{clientIP clientMac}] in Zone [{zoneName}] on DP [{dpName fromDpMac}]. |
| Description | This event occurs when the data plane detects a 3rd party client in the AP zone. |

3rd party client session logout

NOTE

This event is not applicable for vSZ-H.

TABLE 421 3rd party client session logout event

| Event | 3rd party client session logout |
|--------------------------------|---|
| Event Type | 3rdPtyClientSessionLogout |
| Event Code | 217 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "clientIP"="x.x.x.x", "zoneUUID"="xxxxxx", "userId"="uuid" |
| Displayed on the web interface | 3rd party client [{clientIP clientMac}] of Zone [{zoneName}] on DP [{dpName dpKey}] occurred session logout. |
| Description | This event occurs when 3rd party client on AP zone data plane occurs. This results in a session logs out. |

Client roaming disconnected

TABLE 422 Client roaming disconnected event

| Event | Client roaming disconnected |
|------------|--|
| Event Type | smartRoamDisconnect |
| Event Code | 218 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "assoicationTime"="600", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x", "apName"="", "apLocation"="", "username"="", "osType"="", "radio"="", "vlanId"="", "sessionDuration"="", "txBytes"="", "rxBytes"="", "rssi"="", "receivedSignalStrength"="", "apGps"="", "hostname"="", "encryption"="", |

TABLE 422 Client roaming disconnected event (continued)

| Event | Client roaming disconnected |
|--------------------------------|--|
| | "disconnectReason"="", "bssid"="", "ni_rx_rssi_lo_cnt"="", "ni_rx_tot_cnt"="", "ns_rx_rssi_lo_cnt"="", "ns_rx_tot_cnt"="", "ni_tx_xput_lo_cnt"="", "ni_tx_xput_lo_dur"="", "Instantaneous rssi"="", "Xput"="", "userId"="" "uid" |
| Displayed on the web interface | Client [{userName} IP clientMac] disconnected from WLAN [{ssid}] on AP [{apName&&apMac}] due to SmartRoam policy. |
| Description | This event occurs when the client disconnects from the WLAN due to a smart roam policy. |

Client blocked

TABLE 423 Client blocked event

| Event | Client blocked |
|--------------------------------|---|
| Event Type | clientBlockByDeviceType |
| Event Code | 219 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "deviceType"="xxxxx", "ssid"="xxxxx", "wlanId"="xxxxx", |
| Displayed on the web interface | Client [{clientMac}] was recognized as [{deviceType}], and blocked by a device policy in AP [{apMac}] |
| Description | This event occurs when a client is blocked by a device policy. |

Client grace period

TABLE 424 Client grace period event

| Event | Client grace period |
|--------------------------------|--|
| Event Type | clientGracePeriod |
| Event Code | 220 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x" |
| Displayed on the web interface | Client [{userName} clientIP clientMac] reconnects WLAN [{ssid}] on AP [{apName&&apMac}] within grace period. No additional authentication is required. |
| Description | This event occurs when the when the STa interface reconnects and authorizes due to the grace period. |

Onboarding registration succeeded

TABLE 425 Onboarding registration succeeded event

| Event | Onboarding registration succeeded |
|------------|-----------------------------------|
| Event Type | onboardingRegistrationSuccess |
| Event Code | 221 |
| Severity | Informational |

TABLE 425 Onboarding registration succeeded event (continued)

| Event | Onboarding registration succeeded |
|--------------------------------|--|
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x", "userId"="uuid", "apLocation"="xxxx", "groupName"="xxxx", "vlanId"="xxxx", "osType"="xxxx", "userAgent"="xxxx" |
| Displayed on the web interface | Client [{userName} clientIP clientMac] of WLAN [{ssid}] on AP [{apName&&apMac}] on boarding registration succeeded. |
| Description | This event occurs when the client on boarding registration is successful. |

Onboarding registration failed

TABLE 426 Onboarding registration failed event

| Event | Onboarding registration failed |
|--------------------------------|--|
| Event Type | onboardingRegistrationFailure |
| Event Code | 222 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "wlanId"="xxxxx", "userName"="xxxxx", "clientIP"="x.x.x.x", "userId"="uuid", "apLocation"="xxxx", "groupName"="xxxx", "vlanId"="xxxx", "osType"="xxxx", "userAgent"="xxxx", "reason"="xxxxx" |
| Displayed on the web interface | Client [{userName} clientIP clientMac] of WLAN [{ssid}] on AP [{apName&&apMac}] on boarding registration failed because of [{reason}]. |
| Description | This event occurs when the client onboarding registration fails. |

Remediation succeeded

TABLE 427 Remediation succeeded event

| Event | Remediation succeeded |
|--------------------------------|---|
| Event Type | remediationSuccess |
| Event Code | 223 |
| Severity | Informational |
| Attribute | "remediationType"="xxxxx", "clientMac"="xx:xx:xx:xx:xx:xx", "userName"="xxxxx", "userId"="uuid", "reason"="xxxxx" |
| Displayed on the web interface | Remediation of type [{remediationType}] finished successfully on client [{clientIP} clientMac] for user [{userName}]. |
| Description | This event occurs when the client remediation is successful. |

Remediation failed

TABLE 428 Remediation failed event

| Event | Remediation failed |
|------------|--------------------|
| Event Type | remediationFailure |
| Event Code | 224 |
| Severity | Informational |

TABLE 428 Remediation failed event (continued)

| Event | Remediation failed |
|--------------------------------|---|
| Attribute | "remediationType"="xxxxx", "clientMac"="xx:xx:xx:xx:xx:xx", "userName"="xxxxx", "userId"="uuid" |
| Displayed on the web interface | Remediation of type [{remediationType}] failed on client [{clientIP} clientMac] for user [{userName}] |
| Description | This event occurs when the client remediation fails. |

Force DHCP disconnected

TABLE 429 Force DHCP disconnected event

| Event | Force DHCP disconnected |
|--------------------------------|--|
| Event Type | forceDHCPDisconnect |
| Event Code | 225 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "bssid"="", "wlanId"="xxxxx", "tenantUID"="xxxxx", "clientIP"="x.x.x.x", "apName"="", "vlanId"="", "radio"="", "encryption"="" |
| Displayed on the web interface | Client [{userName} IP clientMac] disconnected from WLAN [{ssid}] on AP [{apName}&&apMac] due to force-dhcp. |
| Description | This event occurs when the client disconnects by force from the dynamic host configuration protocol. |

WDS device joined

TABLE 430 WDS device joined event

| Event | WDS device joined |
|--------------------------------|---|
| Event Type | wdsDeviceJoin |
| Event Code | 226 |
| Severity | Informational |
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "wdsDeviceMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Device [{wdsDeviceMac}] sends traffic via Client [{clientMac}] in AP [{apName}&&apMac]. |
| Description | This event occurs when a subscriber device joins the network provided by a Customer-Premises Equipment (CPE) of a client associated AP through a wireless distribution system (WDS) mode. |

WDS device left

TABLE 431 WDS device left event

| Event | WDS device left |
|------------|-----------------|
| Event Type | wdsDeviceLeave |
| Event Code | 227 |
| Severity | Informational |

TABLE 431 WDS device left event (continued)

| Event | WDS device left |
|--------------------------------|---|
| Attribute | "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "wdsDeviceMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Device [{wdsDeviceMac}] stops traffic via Client [{clientMac}] in AP [{apName&&apMac}]. |
| Description | This event occurs when a subscriber device leaves the network provided by a CPE client associated to an AP through WDS. |

Client is blocked because of barring UE rule

TABLE 432 Client is blocked because of barring UE rule event

| Event | Client is blocked because of barring UE rule |
|--------------------------------|---|
| Event Type | clientBlockByBarringUERule |
| Event Code | 228 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Client [clientMac] of WLAN [{ssid}] from AP [{apName&&apMac}] was blocked because of barring UE rule. |
| Description | This event occurs when a client is temporally blocked by the UE barring rule. |

Client is unblocked by barring UE rule

TABLE 433 Client is unblocked by barring UE rule event

| Event | Client is unblocked by barring UE rule |
|--------------------------------|---|
| Event Type | clientUnblockByBarringUERule |
| Event Code | 229 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Client [clientMac] of WLAN [{ssid}] from AP [{apName&&apMac}] was unblocked |
| Description | This event occurs when a client is unblocked by the UE barring rule. |

Start CALEA mirroring client

TABLE 434 Start CALEA mirroring client event

| Event | Start CALEA mirroring client |
|--------------------------------|--|
| Event Type | caleaMirroringStart |
| Event Code | 230 |
| Severity | Informational |
| Attribute | "userName"="xxxxx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Start CALEA mirroring client [{userName} IP clientMac] on WLAN [{ssid}] from AP [{apName&&apMac}]. |

TABLE 434 Start CALEA mirroring client event (continued)

| | |
|-------------|---|
| Event | Start CALEA mirroring client |
| Description | This event occurs when CALEA is started for mirroring the client image. |

Stop CALEA mirroring client

TABLE 435 Stop CALEA mirroring client event

| | |
|--------------------------------|--|
| Event | Stop CALEA mirroring client |
| Event Type | caleaMirroringStop |
| Event Code | 231 |
| Severity | Informational |
| Attribute | "userName"="xxxxx", "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "authType"="xxxxx", "txBytes"="xxxxx", "rxBytes"="xxxxx" |
| Displayed on the web interface | Stop CALEA mirroring client [{userName} IP clientMac] on WLAN [{ssid}] with authentication type [{authType}] from AP [{apName}&&apMac]. TxBytes[{txBytes}], RxBytes[{rxBytes}] |
| Description | This event occurs when CALEA stops mirroring the client image. |

Wired client joined

TABLE 436 Wired client joined event

| | |
|--------------------------------|--|
| Event | Wired client joined |
| Event Type | wiredClientJoin |
| Event Code | 2802 |
| Severity | Informational |
| Attribute | apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ethProfileId"="xxxxx", "ethPort"="x", "iface"="xxxx", "tenantUUID"="xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx", "apName"="xxxx", "vlanId"="x" |
| Displayed on the web interface | Client [{userName} IP clientMac] joined LAN [{ethPort}] from AP [{apName}&&apMac}]. |
| Description | This event occurs when a client joins the LAN AP. |

Wired client failed to join

TABLE 437 Wired client failed to join event

| | |
|--------------------------------|---|
| Event | Wired client failed to join |
| Event Type | wiredClientJoinFailure |
| Event Code | 2803 |
| Severity | Informational |
| Attribute | apMac"="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ethProfileId"="xxxxx", "ethPort"="x", "iface"="xxxx", "userName"="xxxxx", "userId"="uuid" |
| Displayed on the web interface | Client [{userName} IP clientMac] failed to join LAN [{ethPort}] from AP [{apName}&&apMac}]. |

TABLE 437 Wired client failed to join event (continued)

| | |
|-------------|---|
| Event | Wired client failed to join |
| Description | This event occurs when a client fails to join the LAN AP. |

Wired client disconnected

TABLE 438 Wired client disconnected event

| | |
|--------------------------------|--|
| Event | Wired client disconnected |
| Event Type | wiredClientDisconnect |
| Event Code | 2804 |
| Severity | Informational |
| Attribute | apMac="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ethProfileId"="xxxxx", "ethPort"="x", "iface"="xxxx", "tenantUUID"="xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx", "apName"="xxxx", "vlanId"="x", "rxBytes"="x", "txFrames"="x", "txBytes"="x", "disconnectTime"="x", "sessionDuration"="x", "disconnectReason"="x" |
| Displayed on the web interface | Client [{userName} IP clientMac] disconnected from LAN [{ethPort}] on AP [{apName&&apMac}]. |
| Description | This event occurs when a client disconnect from the LAN AP. |

Wired client authorization successfully

TABLE 439 Wired client authorization successfully event

| | |
|--------------------------------|--|
| Event | Wired client authorization successfully |
| Event Type | wiredClientAuthorization |
| Event Code | 2806 |
| Severity | Informational |
| Attribute | apMac="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ethProfileId"="xxxxx", "ethPort"="x", "iface"="xxxx", "tenantUUID"="xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx", "apName"="xxxx", "vlanId"="x", "userName"="xxxx" |
| Displayed on the web interface | Client [{userName} IP clientMac] of LAN [{ethPort}] from AP [{apName&&apMac}] was authorized. |
| Description | This event occurs when a client on WLAN AP is authorized. |

Wired client session expired

TABLE 440 Wired client session expired event

| | |
|------------|---|
| Event | Wired client session expired |
| Event Type | wiredClientSessionExpiration |
| Event Code | 2808 |
| Severity | Informational |
| Attribute | apMac="xx:xx:xx:xx:xx:xx", "clientMac"="xx:xx:xx:xx:xx:xx", "ethProfileId"="xxxxx", "ethPort"="x", "iface"="xxxx", "tenantUUID"="xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx", "apName"="xxxx", "vlanId"="x", "rxBytes"="x", "txFrames"="x", |

TABLE 440 Wired client session expired event (continued)

| Event | Wired client session expired |
|--------------------------------|---|
| | "txBytes"="x","disconnectTime"="x","sessionDuration"="x", "disconnectReason"="x" |
| Displayed on the web interface | Client [{userName} IP clientMac] exceeded the session time limit. Session terminated. |
| Description | This event occurs when a client exceeds the session time limit, which results in a session termination. |

Application identified

TABLE 441 Application identified event

| Event | Application identified |
|--------------------------------|--|
| Event Type | application of user is identified |
| Event Code | 8001 |
| Severity | Informational |
| Attribute | |
| Displayed on the web interface | APP[{APP}] identified from AP[{apMac}] for client [{STA_MAC}] with source[{SRC_IP}:{SRC_PORT}] destination[{DST_IP}:{DST_PORT}] Proto[{PROTO}] |
| Description | This event occurs when the user of the application is identified. |

Application denied

TABLE 442 Application denied event

| Event | Application denied |
|--------------------------------|--|
| Event Type | application of user is denied |
| Event Code | 8002 |
| Severity | Informational |
| Attribute | |
| Displayed on the web interface | APP[{APP}] denied from AP[{apMac}] for client [{STA_MAC}] with source[{SRC_IP}:{SRC_PORT}] destination[{DST_IP}:{DST_PORT}] Proto[{PROTO}] |
| Description | This event occurs when the application of the user is denied. |

URL filtering server unreachable

TABLE 443 URL filtering server unreachable event

| Event | URL filtering server unreachable |
|------------|---|
| Event Type | urlFilteringServerUnreachable |
| Event Code | 8003 |
| Severity | Major |
| Attribute | apMac = "xx:xx:xx:xx:xx:xx", serverUrl = "xxxxxx" |

TABLE 443 URL filtering server unreachable event (continued)

| Event | URL filtering server unreachable |
|--------------------------------|--|
| Displayed on the web interface | AP [{apMac}] cannot reach the URL Filtering server [{serverUrl}] |
| Description | This event occurs when URL filtering server is unreachable. |

URL filtering server reachable

TABLE 444 URL filtering server reachable event

| Event | URL filtering server reachable |
|--------------------------------|---|
| Event Type | urlFilteringServerReachable |
| Event Code | 8004 |
| Severity | Major |
| Attribute | apMac = "xx:xx:xx:xx:xx:xx", serverUrl = "xxxxxx" |
| Displayed on the web interface | AP [{apMac}] can reach the URL Filtering server [{serverUrl}] |
| Description | This event occurs when URL filtering server is reachable. |

Packet spoofing detected

TABLE 445 Packet spoofing detected event

| Event | Packet spoofing detected |
|--------------------------------|---|
| Event Type | packetSpoofingDetectedFromWireless |
| Event Code | 232 |
| Severity | Major |
| Attribute | "desc"="xxxxx", "clientMac"="xx:xx:xx:xx:xx:xx", "clientIP"="x.x.x.x", "ssid"="xxxxx", "networkInterface" = "xxxxxx", "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Packet spoofing detected [{desc}] from client [{clientMac&&clientIP}] on WLAN [{ssid}] [{networkInterface}] from AP [{apName&&apMac}] |
| Description | This event occurs when packet spoofing is detected from wireless by antispoofing feature. |

Packet spoofing detected

TABLE 446 Packet spoofing detected event

| Event | Packet spoofing detected |
|------------|--|
| Event Type | packetSpoofingDetectedFromWirelessSourceMacSpoofed |
| Event Code | 233 |
| Severity | Major |
| Attribute | "desc"="xxxxx", "packetDropCount"="xxxx", "ssid"="xxxxx", "networkInterface" = "xxxxxx", "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx" |

TABLE 446 Packet spoofing detected event (continued)

| Event | Packet spoofing detected |
|--------------------------------|---|
| Displayed on the web interface | Packet spoofing detected {{desc}}, packets {{packetDropCount}} were dropped on WLAN [{{ssid}}] [{{networkInterface}}] from AP [{{apName&&apMac}}] |
| Description | This event occurs when packet spoofing is detected from wireless by antispoofing feature. It is a source MAC address spoof. |

Packet spoofing detected

TABLE 447 Packet spoofing detected event

| Event | Packet spoofing detected |
|--------------------------------|---|
| Event Type | packetSpoofingDetectedFromWired |
| Event Code | 234 |
| Severity | Major |
| Attribute | "desc"="xxxxx", "clientMac"="xx:xx:xx:xx:xx:xx", "clientIP"="x.x.x.x", "networkInterface" = "xxxxxx", "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Packet spoofing detected {{desc}} from client [{{clientMac&&clientIP}}] on [{{networkInterface}}] from AP [{{apName&&apMac}}] |
| Description | This event occurs when packet spoofing is detected from wired by antispoofing feature. |

Packet spoofing detected

TABLE 448 Packet spoofing detected event

| Event | Packet spoofing detected |
|--------------------------------|---|
| Event Type | packetSpoofingDetectedFromWiredSourceMacSpoofed |
| Event Code | 235 |
| Severity | Major |
| Attribute | "desc"="xxxxx", "packetDropCount"="xxxx", "networkInterface" = "xxxxxx", "apName"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Packet spoofing detected {{desc}}, packets {{packetDropCount}} were dropped on [{{networkInterface}}] from AP [{{apName&&apMac}}] |
| Description | This event occurs when packet spoofing is detected from wired by antispoofing feature. It is a source MAC address spoof. |

Cloud Events

The following are the events related to Cloud Based Service.

- [Cloud Services Enabled](#) on page 251
- [Cloud Services Disabled](#) on page 251
- [Cloud Analytics Enabled](#) on page 251
- [Cloud Analytics Disabled](#) on page 251
- [Cloud Services Token Refreshed](#) on page 252

- [Cloud Analytics Token Renewed](#) on page 252

Cloud Services Enabled

TABLE 449 Cloud services enabled event

| Event | Cloud services enabled |
|--------------------------------|--|
| Event Type | CloudServicesEnabled |
| Event Code | 4501 |
| Severity | Informational |
| Attribute | |
| Displayed on the web interface | Cloud Services have been enabled successfully. |
| Description | This event occurs when SZ successfully enabled Cloud Services. |

Cloud Services Disabled

TABLE 450 Cloud services disabled event

| Event | Cloud services disabled |
|--------------------------------|---|
| Event Type | CloudServicesdisabled |
| Event Code | 4502 |
| Severity | Informational |
| Attribute | |
| Displayed on the web interface | Cloud Services have been disabled successfully. |
| Description | This event occurs when SZ successfully disabled Cloud Services. |

Cloud Analytics Enabled

TABLE 451 Cloud analytics enabled event

| Event | Cloud analytics enabled |
|--------------------------------|---|
| Event Type | CloudAnalyticsEnabled |
| Event Code | 4503 |
| Severity | Informational |
| Attribute | |
| Displayed on the web interface | Cloud Analytics service has been enabled successfully. |
| Description | This event occurs when SZ successfully enabled Cloud Analytics service. |

Cloud Analytics Disabled

TABLE 452 Cloud analytics disabled event

| Event | Cloud analytics disabled |
|------------|--------------------------|
| Event Type | CloudAnalyticsDisabled |

TABLE 452 Cloud analytics disabled event (continued)

| | |
|--------------------------------|--|
| Event | Cloud analytics disabled |
| Event Code | 4504 |
| Severity | Informational |
| Attribute | |
| Displayed on the web interface | Cloud Analytics service has been disabled successfully. |
| Description | This event occurs when SZ successfully disabled Cloud Analytics service. |

Cloud Services Token Refreshed

TABLE 453 Cloud services token refreshed event

| | |
|--------------------------------|---|
| Event | Cloud services token refreshed |
| Event Type | CloudServicesTokenRefreshed |
| Event Code | 4601 |
| Severity | Informational |
| Attribute | |
| Displayed on the web interface | Cloud Services token has been refreshed successfully. |
| Description | This event occurs when SZ successfully refreshed Cloud Services access token. |

Cloud Analytics Token Renewed

TABLE 454 Cloud analytics token renewed event

| | |
|--------------------------------|--|
| Event | Cloud analytics token renewed |
| Event Type | cloudAnalyticsTokenRenewed |
| Event Code | 4602 |
| Severity | Informational |
| Attribute | |
| Displayed on the web interface | Cloud Analytics token has been renewed successfully. |
| Description | This event occurs when SZ successfully renewed Cloud Analytics access token. |

Cluster Events

Following are the events related to clusters.

| Event | Event | Event |
|--|--|--|
| Cluster created successfully on page 253 | New node joined successfully on page 253 | New node failed to join on page 254 |
| Node removal completed on page 254 | Node removal failed on page 254 | Node out of service on page 255 |
| Cluster in maintenance state on page 255 | Cluster back in service on page 256 | Cluster backup completed on page 256 |
| Cluster backup failed on page 256 | Cluster restore completed on page 256 | Cluster restore failed on page 257 |

| Event | Event | Event |
|---|---|---|
| Cluster node upgrade completed on page 257 | Entire cluster upgraded successfully on page 257 | Cluster upgrade failed on page 258 |
| Cluster application stopped on page 258 | Cluster application started on page 258 | Cluster backup started on page 259 |
| Cluster upgrade started on page 259 | Cluster leader changed on page 259 | Node bond interface down on page 260 |
| Node bond interface up on page 260 | Node IP address changed on page 260 | Node physical interface down on page 261 |
| Node physical interface up on page 261 | Cluster node rebooted on page 261 | NTP time synchronized on page 261 |
| Cluster node shutdown on page 262 | Cluster upload started on page 262 | Cluster upload completed on page 262 |
| Cluster upload failed on page 263 | SSH tunnel switched on page 263 | Cluster remove node started on page 263 |
| Node back in service on page 264 | Disk usage exceed threshold on page 264 | Cluster out of service on page 264 |
| Initiated moving APs in node to a new cluster on page 264 | Cluster upload vSZ-D firmware started on page 265 | Cluster upload vSZ-D firmware completed on page 265 |
| Cluster upload vSZ-D firmware failed on page 266 | Cluster upload AP firmware started on page 266 | Cluster upload AP firmware completed on page 266 |
| Cluster upload AP firmware failed on page 266 | Cluster add AP firmware started on page 267 | Cluster add AP firmware completed on page 267 |
| Cluster add AP firmware failed on page 267 | Cluster name is changed on page 268 | Unsync NTP Time on page 268 |
| Cluster upload KSP file started on page 268 | Cluster upload KSP file completed on page 269 | Cluster upload KSP file failed on page 269 |
| Configuration backup started on page 269 | Configuration backup succeeded on page 270 | Configuration backup failed on page 270 |
| Configuration restore succeeded on page 270 | Configuration restore failed on page 270 | AP Certificate Expired on page 271 |
| AP Certificate Updated on page 271 | Configuration restore started on page 271 | Upgrade SSTable failed on page 272 |
| Reindex elastic search finished on page 272 | Initiated APs contact APR on page 272 | All nodes back in service on page 273 |
| Not management service ready on page 273 | Management service ready on page 273 | Configuration sync failed on page 273 |
| Node IPv6 address deleted on page 274 | Node IPv6 address added on page 274 | |

Cluster created successfully

TABLE 455 Cluster created successfully event

| Event | Cluster created successfully |
|--------------------------------|--|
| Event Type | clusterCreatedSuccess |
| Event Code | 801 |
| Severity | Informational |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Cluster [{clusterName}] created with node [{nodeName}] |
| Description | This event occurs when a cluster and a node are created. |

New node joined successfully

TABLE 456 New node joined successfully event

| Event | New node joined successfully |
|------------|------------------------------|
| Event Type | newNodeJoinSuccess |

TABLE 456 New node joined successfully event (continued)

| Event | New node joined successfully |
|--------------------------------|--|
| Event Code | 802 |
| Severity | Informational |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | New node [{nodeName}] joined cluster [{clusterName}] |
| Description | This event occurs when a node joins a cluster session. |

New node failed to join

TABLE 457 New node failed to join event

| Event | New node failed to join |
|--------------------------------|---|
| Event Type | newNodeJoinFailed |
| Event Code | 803 |
| Severity | Critical |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | New node [{nodeName}] failed to join cluster [{clusterName}] |
| Description | This event occurs when a node fails to join a cluster session. The controller web interface displays the error message. |
| Auto Clearance | This event triggers the alarm 801, which is auto cleared by the event code 802. |

Node removal completed

TABLE 458 Node removal completed event

| Event | Node removal completed |
|--------------------------------|--|
| Event Type | removeNodeSuccess |
| Event Code | 804 |
| Severity | Informational |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Node [{nodeName}] removed from cluster [{clusterName}] |
| Description | This event occurs when a node is removed from the cluster session. |

Node removal failed

TABLE 459 Node removal failed event

| Event | Node removal failed |
|------------|---------------------|
| Event Type | removeNodeFailed |

TABLE 459 Node removal failed event (continued)

| Event | Node removal failed |
|--------------------------------|---|
| Event Code | 805 |
| Severity | Major |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Node [{nodeName}] failed to remove from cluster [{clusterName}]. |
| Description | This event occurs when a node cannot be removed from the cluster. |
| Auto Clearance | This event triggers the alarm 802, which is auto cleared by the event code 804. |

Node out of service

TABLE 460 Node out of service event

| Event | Node out of service |
|--------------------------------|---|
| Event Type | nodeOutOfService |
| Event Code | 806 |
| Severity | Critical |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Node [{nodeName}] in cluster [{clusterName}] is out of service. Reason: [{reason}]. |
| Description | This event occurs when a node is out of service. |
| Auto Clearance | This event triggers the alarm 803, which is auto cleared by the event code 835. |

Cluster in maintenance state

TABLE 461 Cluster in maintenance state event

| Event | Cluster in maintenance state |
|--------------------------------|---|
| Event Type | clusterInMaintenanceState |
| Event Code | 807 |
| Severity | Critical |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | [{clusterName}] is in maintenance state |
| Description | This event occurs when a node is in a maintenance state. |
| Auto Clearance | This event triggers the alarm 804, which is auto cleared by the event code 808. |

Cluster back in service

TABLE 462 Cluster back in service event

| Event | Cluster back in service |
|--------------------------------|--|
| Event Type | clusterBackToInService |
| Event Code | 808 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | {{clusterName}} is now in service |
| Description | This event occurs when a cluster is back in service. |

Cluster backup completed

TABLE 463 Cluster backup completed event

| Event | Cluster backup completed |
|--------------------------------|--|
| Event Type | backupClusterSuccess |
| Event Code | 809 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster {{clusterName}} backup completed |
| Description | This event occurs when a cluster backup is complete. |

Cluster backup failed

TABLE 464 Cluster backup failed event

| Event | Cluster backup failed |
|--------------------------------|---|
| Event Type | backupClusterFailed |
| Event Code | 810 |
| Severity | Major |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster {{clusterName}} backup failed. Reason[{{reason}}]. |
| Description | This event occurs when a cluster backup fails. |
| Auto Clearance | This event triggers the alarm 805, which is auto cleared by the event code 809. |

Cluster restore completed

TABLE 465 Cluster restore completed event

| Event | Cluster restore completed |
|------------|---------------------------|
| Event Type | restoreClusterSuccess |
| Event Code | 811 |

TABLE 465 Cluster restore completed event (continued)

| | |
|--------------------------------|--|
| Event | Cluster restore completed |
| Severity | Informational |
| Attribute | "nodeName"="xxx", "clusterName"="xxx", |
| Displayed on the web interface | Node [{nodeName}] in cluster [{clusterName}] restore completed |
| Description | This event occurs when restoration of a node to a cluster is successful. |

Cluster restore failed

TABLE 466 Cluster restore failed event

| | |
|--------------------------------|---|
| Event | Cluster restore failed |
| Event Type | restoreClusterFailed |
| Event Code | 812 |
| Severity | Major |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] restore failed. Reason [{reason}]. |
| Description | This event occurs when restoration of a node in a cluster fails. |
| Auto Clearance | This event triggers the alarm 806, which is auto cleared by the event code 811. |

Cluster node upgrade completed

TABLE 467 Cluster node upgrade completed event

| | |
|--------------------------------|--|
| Event | Cluster node upgrade completed |
| Event Type | upgradeClusterNodeSuccess |
| Event Code | 813 |
| Severity | Informational |
| Attribute | clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", "fromVersion"="x.x", "toVersion"="x.x" |
| Displayed on the web interface | Node [{nodeName}] in cluster [{clusterName}] upgraded from [{fromVersion}] to [{toVersion}] |
| Description | This event occurs when version upgrade of a node is successful. |

Entire cluster upgraded successfully

TABLE 468 Entire cluster upgraded successfully event

| | |
|------------|--------------------------------------|
| Event | Entire cluster upgraded successfully |
| Event Type | upgradeEntireClusterSuccess |
| Event Code | 814 |
| Severity | Informational |

TABLE 468 Entire cluster upgraded successfully event (continued)

| Event | Entire cluster upgraded successfully |
|--------------------------------|---|
| Attribute | clusterName="xxx", fromVersion="x.x", toVersion="x.x" |
| Displayed on the web interface | Cluster [{clusterName}] upgraded from [{fromVersion}] to [{toVersion}]. |
| Description | This event occurs when version upgrade of a cluster is successful. |

Cluster upgrade failed

TABLE 469 Cluster upgrade failed event

| Event | Cluster upgrade failed |
|--------------------------------|--|
| Event Type | upgradeClusterFailed |
| Event Code | 815 |
| Severity | Major |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", "fromVersion"="x.x", "toVersion"="x.x" |
| Displayed on the web interface | Cluster [{clusterName}] could not be upgraded from [{fromVersion}] to [{toVersion}]. |
| Description | This event occurs when the version upgrade of a cluster fails. |
| Auto Clearance | This event triggers the alarm 807, which is auto cleared by the event code 814. |

Cluster application stopped

TABLE 470 Cluster application stopped event

| Event | Cluster application stopped |
|--------------------------------|---|
| Event Type | clusterAppStop |
| Event Code | 816 |
| Severity | Critical |
| Attribute | "appName"="xxxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Application [{appName}] on node [{nodeName}] stopped |
| Description | This event occurs when an application on node is stopped. |
| Auto Clearance | This event triggers the alarm 808, which is auto cleared by the event code 817. |

Cluster application started

TABLE 471 Cluster application started event

| Event | Cluster application started |
|------------|-----------------------------|
| Event Type | clusterAppStart |
| Event Code | 817 |
| Severity | Informational |

TABLE 471 Cluster application started event (continued)

| Event | Cluster application started |
|--------------------------------|--|
| Attribute | "appName"="xxxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Application [{appName}] on node [{nodeName}] started |
| Description | This event occurs when an application on node starts. |

Cluster backup started

TABLE 472 Cluster backup started event

| Event | Cluster backup started |
|--------------------------------|---|
| Event Type | clusterBackupStart |
| Event Code | 818 |
| Severity | Informational |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Starting backup in cluster[{clusterName}]... |
| Description | This event occurs when a backup for a node commences. |

Cluster upgrade started

TABLE 473 Cluster upgrade started event

| Event | Cluster upgrade started |
|--------------------------------|--|
| Event Type | clusterUpgradeStart |
| Event Code | 819 |
| Severity | Informational |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Starting upgrade in cluster[{clusterName}] |
| Description | This event occurs when an upgrade for a node commences. |

Cluster leader changed

TABLE 474 Cluster leader changed event

| Event | Cluster leader changed |
|--------------------------------|---|
| Event Type | clusterLeaderChanged |
| Event Code | 820 |
| Severity | Informational |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Node [{nodeName}] in cluster [{clusterName}] promoted to leader |

TABLE 474 Cluster leader changed event (continued)

| | |
|-------------|--|
| Event | Cluster leader changed |
| Description | This event occurs when a node is changed to a lead node. |

Node bond interface down

TABLE 475 Node bond interface down event

| | |
|--------------------------------|---|
| Event | Node bond interface down |
| Event Type | nodeBondInterfaceDown |
| Event Code | 821 |
| Severity | Major |
| Attribute | "nodeMac"=" xx:xx:xx:xx:xx:xx", "ifName"="xxxx" |
| Displayed on the web interface | Network interface [{networkInterface} {ifName}] on node [{nodeName}] is down. |
| Description | This event occurs when the network interface of a node is down. |
| Auto Clearance | This event triggers the alarm 809, which is auto cleared by the event code 822. |

Node bond interface up

TABLE 476 Node bond interface up event

| | |
|--------------------------------|---|
| Event | Node bond interface up |
| Event Type | nodeBondInterfaceUp |
| Event Code | 822 |
| Severity | Informational |
| Attribute | "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", "ifName"="xxxx" |
| Displayed on the web interface | Network interface [{networkInterface} {ifName}] on node [{nodeName}] is up. |
| Description | This event occurs when the network interface of a node is up. |

Node IP address changed

TABLE 477 Node IP address changed event

| | |
|--------------------------------|---|
| Event | Node IP address changed |
| Event Type | nodeIPChanged |
| Event Code | 823 |
| Severity | Informational |
| Attribute | "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", "ifName"="xxxx", "ip"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | IP address of network interface [{networkInterface} {ifName}] on node [{nodeName}] changed to [{ip}]. |
| Description | This event occurs when the node's network interface IP address changes. |

Node physical interface down

TABLE 478 Node physical interface down event

| Event | Node physical interface down |
|--------------------------------|---|
| Event Type | nodePhyInterfaceDown |
| Event Code | 824 |
| Severity | Critical |
| Attribute | "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", "ifName"="xxxx" |
| Displayed on the web interface | Physical network interface [{networkInterface} ifName}] on node [{nodeName}] is down. |
| Description | This event occurs when the node's physical interface is down. |
| Auto Clearance | This event triggers the alarm 810, which is auto cleared by the event code 825. |

Node physical interface up

TABLE 479 Node physical interface up event

| Event | Node physical interface up |
|--------------------------------|---|
| Event Type | nodePhyInterfaceUp |
| Event Code | 825 |
| Severity | Informational |
| Attribute | "nodeMac"=" xx:xx:xx:xx:xx:xx", "ifName"="xxxx" |
| Displayed on the web interface | Physical network interface [{networkInterface} ifName}] on node [{nodeName}] is up. |
| Description | This event occurs when the node's physical interface is up. |

Cluster node rebooted

TABLE 480 Cluster node rebooted event

| Event | Cluster node rebooted |
|--------------------------------|--|
| Event Type | nodeRebooted |
| Event Code | 826 |
| Severity | Major |
| Attribute | "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx", "clusterName"="xxx", |
| Displayed on the web interface | Node [{nodeName}] in cluster [{clusterName}] rebooted |
| Description | This event occurs when the node, belonging to a cluster reboots. |

NTP time synchronized

TABLE 481 NTP time synchronized event

| Event | NTP time synchronized |
|------------|-----------------------|
| Event Type | ntpTimeSynched |
| Event Code | 827 |

TABLE 481 NTP time synchronized event (continued)

| Event | NTP time synchronized |
|--------------------------------|---|
| Severity | Informational |
| Attribute | "nodeName"="xxx", "nodeMac"=" xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Date and time settings on node [{nodeName}] synchronized with NTP server |
| Description | This event occurs when the date and time settings of a node synchronizes with the NTP server. |

Cluster node shutdown

TABLE 482 Cluster node shutdown event

| Event | Cluster node shutdown |
|--------------------------------|---|
| Event Type | nodeShutdown |
| Event Code | 828 |
| Severity | Major |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx " |
| Displayed on the web interface | Node [{nodeName}] has been shut down |
| Description | This event occurs when the node is shut down. |
| Auto Clearance | This event triggers the alarm 813, which is auto cleared by the event code 826. |

Cluster upload started

TABLE 483 Cluster upload started event

| Event | Cluster upload started |
|--------------------------------|---|
| Event Type | clusterUploadStart |
| Event Code | 830 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Starting upload in cluster [{clusterName}]. |
| Description | This event occurs when the cluster upload process starts. |

Cluster upload completed

TABLE 484 Cluster upload completed event

| Event | Cluster upload completed |
|------------|--------------------------|
| Event Type | uploadClusterSuccess |
| Event Code | 831 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |

TABLE 484 Cluster upload completed event (continued)

| Event | Cluster upload completed |
|--------------------------------|--|
| Displayed on the web interface | Cluster [{clusterName}] upload completed |
| Description | This event occurs when the cluster upload process is successful. |

Cluster upload failed

TABLE 485 Cluster upload failed event

| Event | Cluster upload failed |
|--------------------------------|--|
| Event Type | uploadClusterFailed |
| Event Code | 832 |
| Severity | Major |
| Attribute | "clusterName"="xxx", "reason"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] upload failed. Reason:[{reason}] |
| Description | This event occurs when the cluster upload process fails. |

SSH tunnel switched

TABLE 486 SSH tunnel switched event

| Event | SSH tunnel switched |
|--------------------------------|--|
| Event Type | sshTunnelSwitched |
| Event Code | 833 |
| Severity | Major |
| Attribute | "clusterName"="xx", "nodeName"="xx", "nodeMac"="xx.xx.xx.xx.xx", "wsgMgmtIp"="xx.xx.xx.xx", "status"="ON->OFF", "sourceBladeUUID"="054ee469" |
| Displayed on the web interface | Node [{nodeName}] SSH tunnel switched [{status}] |
| Description | This event occurs when the SSH tunnel is switched. |

Cluster remove node started

TABLE 487 Cluster remove node started event

| Event | Cluster remove node started |
|--------------------------------|---|
| Event Type | removeNodeStarted |
| Event Code | 834 |
| Severity | Informational |
| Attribute | "clusterName"="xxx", "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx" |
| Displayed on the web interface | Start to remove node [{nodeName}] from cluster [{clusterName}] |
| Description | This event occurs when the node start is removed. |

Node back in service

TABLE 488 Node back in service event

| Event | Node back in service |
|--------------------------------|--|
| Event Type | nodeBackToInService |
| Event Code | 835 |
| Severity | Informational |
| Attribute | "clusterName"="xx", "nodeName" = "xxx", "nodeMac"="xx:xx:xx:xx:xx" |
| Displayed on the web interface | Node [{nodeName}] in cluster [{clusterName}] is in service |
| Description | This event occurs when a node status changes to 'in service'. |

Disk usage exceed threshold

TABLE 489 Disk usage exceed threshold

| Event | Disk usage exceed threshold |
|--------------------------------|--|
| Event Type | diskUsageExceed |
| Event Code | 838 |
| Severity | Critical |
| Attribute | "nodeName"="xx", "status"="xx" |
| Displayed on the web interface | The disk usage of node [{nodeName}] is over {status}%. |
| Description | This event occurs when the disk usage exceeds the threshold limit of 96%. For event 838, the threshold is 95%. |

Cluster out of service

TABLE 490 Cluster out of service event

| Event | Cluster out of service |
|--------------------------------|---|
| Event Type | clusterOutOfService |
| Event Code | 843 |
| Severity | Critical |
| Attribute | "clusterName"="xx" |
| Displayed on the web interface | Cluster [{clusterName}] is out of service. |
| Description | This event occurs when the cluster is out of service. |
| Auto Clearance | This event triggers the alarm 843, which is auto cleared by the event code 808. |

Initiated moving APs in node to a new cluster

TABLE 491 Initiated moving APs in node to a new cluster event

| Event | Initiated moving APs in node to a new cluster |
|------------|---|
| Event Type | clusterInitiatedMovingAp |

TABLE 491 Initiated moving APs in node to a new cluster event (continued)

| | |
|--------------------------------|--|
| Event | Initiated moving APs in node to a new cluster |
| Event Code | 844 |
| Severity | Informational |
| Attribute | "nodeName"="xxx" "clusterName"="xxx" |
| Displayed on the web interface | Initiated moving APs in node {{nodeName}} of cluster {{clusterName}} to a new cluster. |
| Description | This event occurs when the command to move the APs in the node to another cluster is received. |

NOTE

Events 845, 846 and 847 are not applicable for SZ300/SZ100.

Cluster upload vSZ-D firmware started

TABLE 492 Cluster upload vSZ-D firmware started event

| | |
|--------------------------------|--|
| Event | Cluster upload vSZ-D firmware started |
| Event Type | clusterUploadVDPFirmwareStart |
| Event Code | 845 |
| Severity | Informational |
| Attribute | "clusterName"="xx" |
| Displayed on the web interface | Starting upload vSZ-D firmware in cluster {{clusterName}} |
| Description | This event occurs when the cluster starts and uploads vSZ-data plane firmware. |

Cluster upload vSZ-D firmware completed

TABLE 493 Cluster upload vSZ-D firmware completed event

| | |
|--------------------------------|---|
| Event | Cluster upload vSZ-D firmware completed |
| Event Type | uploadClusterVDPFirmwareSuccess |
| Event Code | 846 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" "status"="StartTime:yyyy-MM-dd hh:mm:ss, EndTime:yyyy-MM-dd hh:mm:ss, Duration:hh:mm:ss" |
| Displayed on the web interface | Cluster {{clusterName}} upload vSZ-D firmware completed. {{status}} |
| Description | This event occurs when the cluster upload process of vSZ-data plane firmware is successful. |

Cluster upload vSZ-D firmware failed

TABLE 494 Cluster upload vSZ-D firmware failed event

| Event | Cluster upload vSZ-D firmware failed |
|--------------------------------|---|
| Event Type | uploadClusterVDPFirmwareFailed |
| Event Code | 847 |
| Severity | Informational |
| Attribute | "reason"="xxx", "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{{clusterName}}] upload vSZ-D firmware failed. Reason:{{reason}}. |
| Description | This event occurs when the cluster upload process of vSZ-data plane firmware fails. |

Cluster upload AP firmware started

TABLE 495 Cluster upload AP firmware started event

| Event | Cluster upload AP firmware started |
|--------------------------------|--|
| Event Type | clusterUploadAPFirmwareStart |
| Event Code | 848 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Starting upload AP firmware in cluster [{{clusterName}}] |
| Description | This event occurs when the cluster upload process to the AP firmware starts. |

Cluster upload AP firmware completed

TABLE 496 Cluster upload AP firmware completed event

| Event | Cluster upload AP firmware completed |
|--------------------------------|---|
| Event Type | clusterUploadAPFirmwareSuccess |
| Event Code | 849 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{{clusterName}}] upload AP firmware completed. |
| Description | This event occurs when the cluster upload process to the AP firmware is successful. |

Cluster upload AP firmware failed

TABLE 497 Cluster upload AP firmware failed event

| Event | Cluster upload AP firmware failed |
|------------|-----------------------------------|
| Event Type | clusterUploadAPFirmwareFailed |

TABLE 497 Cluster upload AP firmware failed event (continued)

| | |
|--------------------------------|---|
| Event | Cluster upload AP firmware failed |
| Event Code | 850 |
| Severity | Major |
| Attribute | "reason"="xxx", "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{{clusterName}}] upload AP firmware failed. Reason:{{reason}}. |
| Description | This event occurs when the cluster upload process to the AP firmware fails. |

Cluster add AP firmware started

TABLE 498 Cluster add AP firmware started event

| | |
|--------------------------------|---|
| Event | Cluster add AP firmware started |
| Event Type | clusterAddAPFirmwareStart |
| Event Code | 851 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Starting add AP firmware in cluster [{{clusterName}}] |
| Description | This event occurs when the cluster add process to the AP firmware process starts. |

Cluster add AP firmware completed

TABLE 499 Cluster add AP firmware completed event

| | |
|--------------------------------|--|
| Event | Cluster add AP firmware completed |
| Event Type | clusterAddAPFirmwareSuccess |
| Event Code | 852 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Starting add AP firmware in cluster [{{clusterName}}] |
| Description | This event occurs when the cluster add process to the AP firmware is successful. |

Cluster add AP firmware failed

TABLE 500 Cluster add AP firmware failed event

| | |
|------------|-------------------------------------|
| Event | Cluster add AP firmware failed |
| Event Type | clusterAddAPFirmwareFailed |
| Event Code | 853 |
| Severity | Major |
| Attribute | "reason"="xxx", "clusterName"="xxx" |

TABLE 500 Cluster add AP firmware failed event (continued)

| Event | Cluster add AP firmware failed |
|--------------------------------|--|
| Displayed on the web interface | Cluster [{clusterName}] add AP firmware failed. Reason:[{reason}]. |
| Description | This event occurs when the cluster add process to the AP firmware fails. |

Cluster name is changed

TABLE 501 Cluster name is changed event

| Event | Cluster name is changed |
|--------------------------------|---|
| Event Type | clusterNameChanged |
| Event Code | 854 |
| Severity | Major |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster name is changed to [{clusterName}] |
| Description | <p>This event occurs when the cluster node name is modified. By enabling email and SNMP notification in the controller user interface (Configuration > System > Event Management) of the event, SNMP trap and email will be generated on successful cluster-name modification.</p> <p>Cluster name change will fail if any node in either a two, three or four node cluster is out of service. For example, if in a three node cluster, any one node is powered off or the Ethernet cable is unplugged, cluster name change will fail.</p> |

Unsync NTP Time

TABLE 502 Unsync NTP Time event

| Event | Unsync NTP Time |
|--------------------------------|--|
| Event Type | unsyncNTPTIME |
| Event Code | 855 |
| Severity | Major |
| Attribute | "reason"="xxx", "clusterName"="xxx", "status"="xxx" |
| Displayed on the web interface | Node [{nodeName}] time is not synchronized because of [{reason}]. The time difference is [{status}] seconds. |
| Description | This event occurs when the cluster time is not synchronized. |

Cluster upload KSP file started

TABLE 503 Cluster upload KSP file started event

| Event | Cluster upload KSP file started |
|------------|---------------------------------|
| Event Type | clusterUploadKspFileStart |
| Event Code | 856 |
| Severity | Informational |
| Attribute | "clusterName"="xxx", |

TABLE 503 Cluster upload KSP file started event (continued)

| Event | Cluster upload KSP file started |
|--------------------------------|--|
| Displayed on the web interface | Cluster [{ clusterName}] upload KSP file completed. |
| Description | This event occurs when the cluster starts the upload process of the <i>ksp</i> file. |

Cluster upload KSP file completed

TABLE 504 Cluster upload KSP file completed event

| Event | Cluster upload KSP file completed |
|--------------------------------|--|
| Event Type | clusterUploadKspFileSuccess |
| Event Code | 857 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Starting upload KSP file in cluster [{clusterName}] |
| Description | This event occurs when the cluster uploads the <i>ksp</i> file successfully. |

Cluster upload KSP file failed

TABLE 505 Cluster upload KSP file failed event

| Event | Cluster upload KSP file failed |
|--------------------------------|---|
| Event Type | clusterUploadKspFileFailed |
| Event Code | 858 |
| Severity | Major |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{ clusterName}] upload KSP file failed. |
| Description | This event occurs when the cluster fails to upload the <i>ksp</i> file. |
| Auto Clearance | This event triggers the alarm 858, which is auto cleared by the event code 857. |

Configuration backup started

TABLE 506 Configuration backup started event

| Event | Configuration backup started |
|--------------------------------|---|
| Event Type | clusterCfgBackupStart |
| Event Code | 860 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] configuration backup is started. |
| Description | This event occurs when cluster configuration backup starts. |

Configuration backup succeeded

TABLE 507 Configuration backup succeeded

| Event | Configuration backup succeeded |
|--------------------------------|--|
| Event Type | clusterCfgBackupSuccess |
| Event Code | 861 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] configuration backup succeeded. |
| Description | This event occurs when cluster backup configuration is successful. |

Configuration backup failed

TABLE 508 Configuration backup failed event

| Event | Configuration backup failed |
|--------------------------------|---|
| Event Type | clusterCfgBackupFailed |
| Event Code | 862 |
| Severity | Major |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] configuration backup failed. |
| Description | This event occurs when backup configuration fails. |
| Auto Clearance | This event triggers the alarm 862, which is auto cleared by the event code 861. |

Configuration restore succeeded

TABLE 509 Configuration restore succeeded event

| Event | Configuration restore succeeded |
|--------------------------------|---|
| Event Type | clusterCfgRestoreSuccess |
| Event Code | 863 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] configuration restore succeeded. |
| Description | This event occurs when the cluster restore configuration is successful. |

Configuration restore failed

TABLE 510 Configuration restore failed event

| Event | Configuration restore failed |
|------------|------------------------------|
| Event Type | clusterCfgRestoreFailed |
| Event Code | 864 |

TABLE 510 Configuration restore failed event (continued)

| | |
|--------------------------------|---|
| Event | Configuration restore failed |
| Severity | Major |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster {{clusterName}} configuration restore failed. |
| Description | This event occurs when the restore configuration fails. |
| Auto Clearance | This event triggers the alarm 864, which is auto cleared by the event code 863. |

AP Certificate Expired

TABLE 511 AP Certificate Expired event

| | |
|--------------------------------|---|
| Event | AP Certificate Expired |
| Event Type | apCertificateExpire |
| Event Code | 865 |
| Severity | Critical |
| Attribute | "count"="XXX" |
| Displayed on the web interface | {{count}} APs need to update their certificates. |
| Description | This event occurs when the AP certificate expires. |
| Auto Clearance | This event triggers the alarm 865, which is auto cleared by the event code 866. |

AP Certificate Updated

TABLE 512 AP Certificate Updated event

| | |
|--------------------------------|---|
| Event | AP Certificate Updated |
| Event Type | apCertificateExpireClear |
| Event Code | 866 |
| Severity | Informational |
| Attribute | "count"="XXX" |
| Displayed on the web interface | {{count}} APs need to update their certificates. |
| Description | This event occurs when the AP certificates are updated. |

Configuration restore started

TABLE 513 Configuration restore started event

| | |
|------------|-------------------------------|
| Event | Configuration restore started |
| Event Type | clusterCfgRestoreStarted |
| Event Code | 867 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |

TABLE 513 Configuration restore started event (continued)

| Event | Configuration restore started |
|--------------------------------|---|
| Displayed on the web interface | Cluster [{clusterName}] configuration restore started. |
| Description | This event occurs when the cluster configuration is restored. |

Upgrade SSTable failed

TABLE 514 Upgrade SSTable failed event

| Event | Upgrade SSTable failed |
|--------------------------------|---|
| Event Type | upgradeSSTableFailed |
| Event Code | 868 |
| Severity | Major |
| Attribute | "nodeName"="xxx" |
| Displayed on the web interface | Node [{nodeName}] upgrade SSTable failed. |
| Description | This event occurs when the upgrade to the SS table fails. |

Reindex elastic search finished

TABLE 515 Reindex elastic search finished event

| Event | Reindex elastic search finished |
|--------------------------------|--|
| Event Type | Reindex ElasticSearch finished |
| Event Code | 869 |
| Severity | Major |
| Attribute | |
| Displayed on the web interface | Reindex ElasticSearch finished. |
| Description | This event occurs when the re-index elastic search is completed. |

Initiated APs contact APR

TABLE 516 Initiated APs contact APR event

| Event | Initiated APs contact APR |
|--------------------------------|---|
| Event Type | clusterInitContactApr |
| Event Code | 870 |
| Severity | Major |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | Cluster [{ clusterName}] initiated APs contact APR |
| Description | This event occurs on receiving APs contact APR configuration command. |

All nodes back in service

TABLE 517 All nodes back in service event

| | |
|--------------------------------|---|
| Event | All nodes back in service |
| Event Type | allNodeBackToInService |
| Event Code | 871 |
| Severity | Informational |
| Attribute | "clusterName"="xxx" |
| Displayed on the web interface | All nodes in cluster [{clusterName}] are back in service. |
| Description | This event occurs when all nodes are back in service. |

Not management service ready

TABLE 518 Not management service ready event

| | |
|--------------------------------|--|
| Event | Not management service ready |
| Event Type | allServiceOutOfService |
| Event Code | 872 |
| Severity | Informational |
| Attribute | "clusterName"="xx", "nodeName"="xx", "reason"="xxx" |
| Displayed on the web interface | Not all management services on Node [{nodeName}] in cluster [{clusterName}] are ready. Reason\:[{reason}]. |
| Description | This event occurs when any applications of the node is down and the management service state is marked as out of service |

Management service ready

TABLE 519 Management service ready event

| | |
|--------------------------------|---|
| Event | Managementl service ready |
| Event Type | allServiceInService |
| Event Code | 873 |
| Severity | Informational |
| Attribute | "clusterName"="xx", "nodeName"="xx" |
| Displayed on the web interface | All management services on Node [{nodeName}] in cluster [{clusterName}] are ready |
| Description | This event occurs when all applications of the node is in service and the management service state is marked as in service. |

Configuration sync failed

TABLE 520 Configuration sync failedevent

| | |
|------------|--------------------------------|
| Event | Configuration sync failed |
| Event Type | clusterRedundancySyncCfgFailed |
| Event Code | 874 |

TABLE 520 Configuration sync failedevent (continued)

| | |
|--------------------------------|---|
| Event | Configuration sync failed |
| Severity | Major |
| Attribute | "clusterName"="xx", "reason"="xxx" |
| Displayed on the web interface | Cluster [{clusterName}] configuration sync failed. Reason: [{reason}] |
| Description | This event occurs when synchronization configuration fails in a cluster redundancy. |

Node IPv6 address added

TABLE 521 Node IPv6 address added event

| | |
|--------------------------------|---|
| Event | Node IPv6 address added |
| Event Type | nodeIPv6Added |
| Event Code | 2501 |
| Severity | Informational |
| Attribute | "nodeMac"="xxx", "ifName"=" xx:xx:xx:xx:xx:xx", "ip"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Network interface [{networkInterface} {ifName}] on node [{nodeName}] added IPv6 address [{ip}]. |
| Description | This event occurs when the node adds the IPv6 address. |

Node IPv6 address deleted

TABLE 522 Node IPv6 address deleted event

| | |
|--------------------------------|---|
| Event | Node IPv6 address deleted |
| Event Type | nodeIPv6Deleted |
| Event Code | 2502 |
| Severity | Informational |
| Attribute | "nodeMac"="xxx", "ifName"=" xx:xx:xx:xx:xx:xx", "ip"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Network interface [{networkInterface} {ifName}] on node [{nodeName}] deleted IPv6 address [{ip}]. |
| Description | This event occurs when the node deletes the IPv6 address. |

NOTE

Refer to [Cluster Alarms](#) on page 88.

Configuration Events

Following are the events related to configuration:

- [Configuration updated](#) on page 275
- [Configuration update failed](#) on page 275
- [Configuration receive failed](#) on page 276
- [Incorrect flat file configuration](#) on page 276

- [Zone configuration preparation failed](#) on page 276
- [AP configuration generation failed](#) on page 277
- [End-of-life AP model detected](#) on page 277
- [VLAN configuration mismatch on non-DHCP/NAT WLAN](#) on page 277
- [VLAN configuration mismatch on DHCP/NAT WLAN](#) on page 278
- [Generation failed during CCM GPB generation](#) on page 278
- [Preparation failed during AP knowledge generation](#) on page 278
- [Generation failed during AP knowledge generation](#) on page 279
- [End-of-life AP model detected during AP knowledge generation](#) on page 279
- [Notification failed during AP knowledge generation](#) on page 279

Configuration updated

TABLE 523 Configuration updated event

| Event | Configuration updated |
|--------------------------------|---|
| Event Type | cfgUpdSuccess |
| Event Code | 1007 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" , "srcProcess"="cnr" , "realm"="NA" "processName"="aut" "SCGMgmtIp"="x.x.x.x" "cause"="xx" |
| Displayed on the web interface | Configuration {{cause}} applied successfully in {{processName}} process at {{produce.short.name}} [{{SCGMgmtIp}}] |
| Description | This event occurs when the configuration notification receiver (CNR) process successfully applies the configuration to the modules. |

Configuration update failed

TABLE 524 Configuration update failed event

| Event | Configuration update failed |
|--------------------------------|---|
| Event Type | cfgUpdFailed |
| Event Code | 1008 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" , "srcProcess"="cnr" "realm"="NA" "processName"="aut" "SCGMgmtIp"="x.x.x.x" "cause"="xx" |
| Displayed on the web interface | Failed to apply configuration {{cause}} in {{processName}} process at {{produce.short.name}} [{{SCGMgmtIp}}]. |
| Description | This event occurs when the CNR receives a negative acknowledgment when applying the configuration settings to the module. Possible cause is that a particular process/module is down. |

Configuration receive failed

TABLE 525 Configuration receive failed event

| Event | Configuration receive failed |
|--------------------------------|---|
| Event Type | cfgRcvFailed |
| Event Code | 1009 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="cnr" "realm"="NA" "SCGMgmtIp"="x.x.x.x", "cause"="xx" |
| Displayed on the web interface | Failed to fetch configuration [{{cause}}] by CNR in {produce.short.name} [{{SCGMgmtIp}}]. |
| Description | This event occurs when the CNR receives an error or negative acknowledgment/improper/incomplete information from the configuration change notifier (CCN). |

Incorrect flat file configuration

TABLE 526 Incorrect flat file configuration event

| Event | Incorrect flat file configuration |
|--------------------------------|--|
| Event Type | incorrectFlatFileCfg |
| Event Code | 1012 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut", "realm"="NA", "SCGMgmtIp"="xxxx", "cause"="xxx", "file"="xx" |
| Displayed on the web interface | [{srcProcess}] detected an configuration parameter is incorrectly configured in file [{{file}}] at {produce.short.name} [{{SCGMgmtIp}}]. |
| Description | This event occurs when any flat file configuration parameter is not semantically or syntactically correct. |

Zone configuration preparation failed

TABLE 527 Zone configuration preparation failed event

| Event | Zone configuration preparation failed |
|--------------------------------|---|
| Event Type | zoneCfgPrepareFailed |
| Event Code | 1021 |
| Severity | Major |
| Attribute | "nodeMac"="50:A7:33:24:E7:90", "zoneName"="openZone" |
| Displayed on the web interface | Failed to prepare zone [{{zoneName}}] configuration required by ap configuration generation |
| Description | This event occurs when the controller is unable to prepare a zone configuration required by the AP. |

AP configuration generation failed

TABLE 528 AP configuration generation failed event

| | |
|--------------------------------|---|
| Event | AP configuration generation failed |
| Event Type | apCfgGenFailed |
| Event Code | 1022 |
| Severity | Major |
| Attribute | "nodeMac"="50:A7:33:24:E7:90", "zoneName"="openZone", "apCfgGenFailedCount"="25" |
| Displayed on the web interface | Failed to generate configuration for [{apCfgGenFailedCount}] AP(s) under zone[{zoneName}] |
| Description | This event occurs when the controller fails to generate the AP configuration under a particular zone. |

End-of-life AP model detected

TABLE 529 End-of-life AP model detected event

| | |
|--------------------------------|---|
| Event | End-of-life AP model detected |
| Event Type | cfgGenSkippedDueToEolAp |
| Event Code | 1023 |
| Severity | Major |
| Attribute | "nodeMac"="50:A7:33:24:E7:90", "zoneName"="openZone", "model"="R300,T300" |
| Displayed on the web interface | Detected usage of end-of-life ap model(s)[{model}] while generating configuration for AP(s) under zone[{zoneName}]. |
| Description | This event occurs when the controller detects the AP model's end-of-life under a certain zone. |

NOTE

Refer to [Configuration Alarms](#) on page 99.

VLAN configuration mismatch on non-DHCP/NAT WLAN

TABLE 530 VLAN configuration mismatch on non-DHCP/NAT WLAN event

| | |
|--------------------------------|--|
| Event | VLAN configuration mismatch detected between configured and resolved VLAN with DVLAN/VLAN pooling configuration on non-DHCP/NAT WLAN. |
| Event Type | apCfgNonDhcpNatWlanVlanConfigMismatch |
| Event Code | 1024 |
| Severity | Critical |
| Attribute | "ssid"="xxxx", "configuredVlan"="5", "vlanId"="11", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | DHCP/NAT gateway AP [{apMac}] detected VLAN configuration mismatch on non-DHCP/NAT WLAN [{ssid}]. Configured VLAN is [{configuredVlan}] and resolved VLAN is [{vlanId}]. Clients may not be able to get IP or access Internet. |

TABLE 530 VLAN configuration mismatch on non-DHCP/NAT WLAN event (continued)

| | |
|-------------|---|
| Event | VLAN configuration mismatch detected between configured and resolved VLAN with DVLAN/VLAN pooling configuration on non-DHCP/NAT WLAN. |
| Description | This event occurs when the AP detects a non DHCP/NAT WLAN. VLAN configuration mismatches with DVLAN/VLAN pooling configuration on gateway AP. |

VLAN configuration mismatch on DHCP/NAT WLAN

TABLE 531 VLAN configuration mismatch on DHCP/NAT WLAN event

| | |
|--------------------------------|--|
| Event | VLAN configuration mismatch detected between configured and resolved VLAN with DVLAN/VLAN pooling configuration on DHCP/NAT WLAN |
| Event Type | apCfgDhcpNatWlanVlanConfigMismatch |
| Event Code | 1025 |
| Severity | Critical |
| Attribute | "ssid"="xxxx", "vlanID"="xxxx", "configuredVlan"="5", "vlanId"="11", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | DHCP/NAT gateway AP [apMac] detected VLAN configuration mismatch on DHCP/NAT WLAN [{ssid}]. Configured VLAN is [{configuredVlan}] and resolved VLAN is [{vlanId}]. Clients may not be able to get IP or access Internet. |
| Description | This event occurs when the AP detects a DHCP/NAT WLAN. VLAN configuration mismatches with DVLAN/VLAN pooling configuration on gateway AP. |

Generation failed during CCM GPB generation

TABLE 532 Generation failed during CCM GPB generation event

| | |
|--------------------------------|---|
| Event | Generation failed during CCM (Common Configuration Module) GPB (Google Protocol Buffer) generation |
| Event Type | ccmGpbGenerateFailed |
| Event Code | 9001 |
| Severity | Major |
| Attribute | topicName = "SimpleTopci" |
| Displayed on the web interface | Failed to generate [{topicName}] GPB |
| Description | This event occurs when controller fails to generate GPB (Google Protocol Buffer) for a certain topic. |

Preparation failed during AP knowledge generation

TABLE 533 Preparation failed during AP knowledge generation event

| | |
|------------|---|
| Event | Preparation failed during AP knowledge generation |
| Event Type | ccmApTraversalPrepareFailed |
| Event Code | 9021 |
| Severity | Major |

TABLE 533 Preparation failed during AP knowledge generation event (continued)

| Event | Preparation failed during AP knowledge generation |
|--------------------------------|--|
| Attribute | topicName = "SimpleTopic" |
| Displayed on the web interface | Failed to generate [{topicName}] GPB |
| Description | This event occurs when controller fails to generate GPB for a certain topic. |

Generation failed during AP knowledge generation

TABLE 534 Generation failed during AP knowledge generation event

| Event | Generation failed during AP knowledge generation |
|--------------------------------|--|
| Event Type | ccmApTraversalGenerateFailed |
| Event Code | 9022 |
| Severity | Major |
| Attribute | apCfgGenFailedCount = "3", zoneName = "myZone" |
| Displayed on the web interface | Failed to execute generation during AP knowledge generation for [{apCfgGenFailedCount}] AP(s) under zone[{zoneName}]. |
| Description | This event occurs when controller fails to complete generation phase during AP knowledge generation for any AP under a certain zone. |

End-of-life AP model detected during AP knowledge generation

TABLE 535 End-of-life AP model detected during AP knowledge generation event

| Event | End-of-life AP model detected during AP knowledge generation |
|--------------------------------|--|
| Event Type | ccmApTraversalGenerateSkippedDueToEolAp |
| Event Code | 9023 |
| Severity | Major |
| Attribute | model = "CcmModel", zoneName = "myZone" |
| Displayed on the web interface | Detected usage of end-of-life AP model(s)[{model}] while executing AP knowledge generation for AP(s) under zone[{zoneName}]. |
| Description | This event occurs when controller detects an APs end of life under a certain zone. |

Notification failed during AP knowledge generation

TABLE 536 Notification failed during AP knowledge generation event

| Event | Notification failed during AP knowledge generation |
|--------------------------------|--|
| Event Type | ccmApTraversalNotifyFailed |
| Event Code | 9024 |
| Severity | Major |
| Attribute | apCfgNotifyFailedCount = "3", zoneName = "myZone" |
| Displayed on the web interface | Failed to execute notification during AP knowledge generation for [{apCfgNotifyFailedCount}] AP(s) under zone[{zoneName}]. |
| Description | This event occurs when controller fails to complete notification phase during AP knowledge generation for any AP under a certain zone. |

NOTE

Refer to [Configuration Alarms](#) on page 99.

Datablade Events

The following are the events related to Datablade Based Service.

- [DP integrity test failed](#) on page 280
- [DP CLI enable failed](#) on page 281
- [DP re-authentication](#) on page 281
- [DP password min length updated](#) on page 281
- [DP password changed](#) on page 281
- [DP enable password changed](#) on page 282
- [DP https authentication failed](#) on page 282
- [DP certificate uploaded](#) on page 282
- [DP Scg FQDN updated](#) on page 283
- [DP initial upgrade](#) on page 283
- [DP discontinuous time change NTP server DP Ntp time sync](#) on page 283
- [DP user login](#) on page 283
- [DP user login failed](#) on page 284
- [DP user logout](#) on page 284
- [DP account locked](#) on page 284
- [DP session idle updated](#) on page 285
- [DP session idle terminated](#) on page 285
- [DP SSH tunnel failed](#) on page 285
- [DP https connection failed](#) on page 285
- [DP IPsec tunnel create failed](#) on page 286

DP integrity test failed

TABLE 537 DP integrity test failed event

| Event | DP integrity test failed |
|--------------------------------|---|
| Event Type | dpIntegrityTestFailed |
| Event Code | 99200 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX" |
| Displayed on the web interface | Data plane [{dpKey}] self integrity test failed |
| Description | This event occurs when the data plane self integrity test failed. |

DP CLI enable failed

TABLE 538 DP CLI enable failed event

| | |
|--------------------------------|---|
| Event | DP CLI enable failed |
| Event Type | dpCliEnableFailed |
| Event Code | 99201 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "source"="x.x.x.x/console" |
| Displayed on the web interface | Data plane [{dpKey}] CLI enabled failed, [{source}]. |
| Description | This event occurs when the data plane CLI enabled failed. |

DP re-authentication

TABLE 539 DP re-authentication event

| | |
|--------------------------------|---|
| Event | DP re-authentication |
| Event Type | dpReAuth |
| Event Code | 99202 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "Source"="x.x.x.x/console/WebGUI" |
| Displayed on the web interface | Data plane [{dpKey}] attempt to re-authenticate, [{source}]. |
| Description | This event occurs when the data plane attempt to re-authenticate. |

DP password min length updated

TABLE 540 DP password min length updated event

| | |
|--------------------------------|--|
| Event | DP password min length updated |
| Event Type | dpPasswordMinLengthUpdated |
| Event Code | 99203 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "Source"="x.x.x.x/console/webGUI" |
| Displayed on the web interface | Data plane [{dpKey}] min password length changed, [{source}]. |
| Description | This event occurs when the data plane min password length changed. |

DP password changed

TABLE 541 DP password changed event

| | |
|------------|---------------------|
| Event | DP password changed |
| Event Type | dpPasswordChanged |
| Event Code | 99204 |
| Severity | Informational |

TABLE 541 DP password changed event (continued)

| Event | DP password changed |
|--------------------------------|---|
| Attribute | "dpKey"="XXXX", "Source"="x.x.x.x/console/webGUI" |
| Displayed on the web interface | Data plane [{dpKey}] password changed, [{source}]. |
| Description | This event occurs when the data plane password changed. |

DP enable password changed

TABLE 542 DP enable password changed event

| Event | DP enable password changed |
|--------------------------------|--|
| Event Type | dpEnablePasswordChanged |
| Event Code | 99205 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "Source"="x.x.x.x/console" |
| Displayed on the web interface | Data plane [{dpKey}] enable password changed, [{source}]. |
| Description | This event occurs when the data plane enable password changed. |

DP https authentication failed

TABLE 543 DP https authentication failed event

| Event | DP https authentication failed |
|--------------------------------|--|
| Event Type | dpHttpsAuthFailed |
| Event Code | 99206 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "reason"="xxx" |
| Displayed on the web interface | Data plane [{dpKey}] certificate verification failed, [{source}]. |
| Description | This event occurs when the data plane certificate verification failed. |

DP certificate uploaded

TABLE 544 DP certificate uploaded event

| Event | DP certificate uploaded |
|--------------------------------|--|
| Event Type | dpCertUploaded |
| Event Code | 99207 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX" |
| Displayed on the web interface | Data plane [{dpKey}] certificate trusted CA chain uploaded. |
| Description | This event occurs when the data plane certificate trusted CA chain uploaded. |

DP Scg FQDN updated

TABLE 545 DP Scg FQDN updated event

| Event | DP Scg FQDN updated |
|--------------------------------|---|
| Event Type | dpScgFqdnUpdated |
| Event Code | 99208 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "fqdn"="xxx.xxx.xxx" |
| Displayed on the web interface | SZ [{{scgIP}}] FQDN [{{fqdn}}] setting on DP [{{dpKey}}]. |
| Description | This event occurs when the SZ FQDN setting on data plane. |

DP initial upgrade

TABLE 546 DP initial upgrade event

| Event | DP initial upgrade |
|--------------------------------|--|
| Event Type | dpInitUpgrade |
| Event Code | 99210 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "source"="xxx" |
| Displayed on the web interface | Data plane [{{dpKey}}] initiate to upgrade, [{{source}}]. |
| Description | This event occurs when the data plane initiate to upgrade. |

DP discontinuous time change NTP server DP Ntp time sync

TABLE 547 DP discontinuous time change NTP server DP Ntp time sync event

| Event | DP discontinuous time change NTP server DP Ntp time sync |
|--------------------------------|---|
| Event Type | dpDiscontinuousTimeChangeNTPServerdpNtpTimeSync |
| Event Code | 99211 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "before"="XXXX", "after"="XXXX", "source"="x.x.x.x" |
| Displayed on the web interface | Data plane [{{dpKey}}] time change due to ntp sync, from [{{before}}] to [{{after}}], Source: [{{source}}]. |
| Description | This event occurs when the data plane time change due to ntp sync. |

DP user login

TABLE 548 DP user login event

| Event | DP user login |
|------------|---------------|
| Event Type | dpUserLogin |
| Event Code | 99212 |
| Severity | Informational |

TABLE 548 DP user login event (continued)

| Event | DP user login |
|--------------------------------|---|
| Attribute | "dpKey"="XXXX", "Source"="x.x.x.x/console" |
| Displayed on the web interface | User login into data plane [{dpKey}], Source: [{source}]. |
| Description | This event occurs when the user login into data plane. |

DP user login failed

TABLE 549 DP user login failed event

| Event | DP user login failed |
|--------------------------------|--|
| Event Type | dpUserLoginFailed |
| Event Code | 99213 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "Source"="x.x.x.x/console" |
| Displayed on the web interface | User login into data plane [{dpKey}] and failed, Source: [{source}]. |
| Description | This event occurs when the user login into data plane and failed. |

DP user logout

TABLE 550 DP user logout event

| Event | DP user logout |
|--------------------------------|--|
| Event Type | dpUserLogout |
| Event Code | 99214 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "Source"="x.x.x.x/console" |
| Displayed on the web interface | User logout to data plane [{dpKey}], Source: [{source}]. |
| Description | This event occurs when the user logout to data plane. |

DP account locked

TABLE 551 DP account locked event

| Event | DP account locked |
|--------------------------------|---|
| Event Type | dpAccountLocked |
| Event Code | 99215 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX" |
| Displayed on the web interface | User account was locked, data plane: [{dpKey}]. |
| Description | This event occurs when the user account was locked. |

DP session idle updated

TABLE 552 DP session idle updated event

| Event | DP session idle updated |
|--------------------------------|---|
| Event Type | dpSessionIdleUpdated |
| Event Code | 99220 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX","sessionIdle"="xx","Source"="console/webGui" |
| Displayed on the web interface | Data plane [{dpKey}] session timeout [{sessionIdle}] change, [{source}] |
| Description | This event occurs when the data plane session timeout change. |

DP session idle terminated

TABLE 553 DP session idle terminated event

| Event | DP session idle terminated |
|--------------------------------|--|
| Event Type | dpSessionIdleTerminated |
| Event Code | 99221 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX","Source"="x.x.x.x/console" |
| Displayed on the web interface | Data plane [{dpKey}] session terminated due to timeout, [{source}] |
| Description | This event occurs when the data plane session terminated due to timeout. |

DP SSH tunnel failed

TABLE 554 DP SSH tunnel failed event

| Event | DP SSH tunnel failed |
|--------------------------------|--|
| Event Type | dpSshTunnFailed |
| Event Code | 99230 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX","scgIP"="x.x.x.x" |
| Displayed on the web interface | Data plane [{dpKey}] establish ssh tunnel failed, SZ [{scgIP}] |
| Description | This event occurs when the data plane establish ssh tunnel failed. |

DP https connection failed

TABLE 555 DP https connection failed event

| Event | DP https connection failed |
|------------|----------------------------|
| Event Type | dpHttpsConnFailed |
| Event Code | 99231 |
| Severity | Informational |

TABLE 555 DP https connection failed event (continued)

| | |
|--------------------------------|--|
| Event | DP https connection failed |
| Attribute | "dpKey"="XXXX", "scgIP"="x.x.x.x" |
| Displayed on the web interface | Data plane [{dpKey}] https connection failed, SZ [{scgIP}] |
| Description | This event occurs when the data plane https connection failed. |

DP IPsec tunnel create failed

TABLE 556 DP IPsec tunnel create failed event

| | |
|--------------------------------|---|
| Event | DP IPsec tunnel create failed |
| Event Type | dpIPsecTunnCreateFailed |
| Event Code | 99240 |
| Severity | Informational |
| Attribute | "dpKey"="XXXX", "dpIP"="x.x.x.x", "apIP"="x.x.x.x" |
| Displayed on the web interface | Data plane [{dpKey&&dpIP}] IPsec tunnel establishment failed, AP [{apIP}] |
| Description | This event occurs when the data plane IPsec tunnel establishment failed. |

Data Plane Events

NOTE

Events 530, 532, 537, 538, 550, 551, 552 and 553 are not applicable for SZ300/SZ100.

Following are the events related to the data plane:

| Event | Event | Event |
|--|---|--|
| Data plane discovered on page 287 | Data plane discovery failed on page 287 | Data plane configuration updated on page 287 |
| Data plane configuration update failed on page 288 | Data plane rebooted on page 288 | Data plane heartbeat lost on page 288 |
| Data plane IP address updated on page 289 | Data plane updated to a new control plane on page 289 | Data plane status update failed on page 289 |
| Data plane statistics update failed on page 289 | Data plane connected on page 290 | Data plane disconnected on page 290 |
| Data plane physical interface down on page 290 | Data plane physical interface up on page 291 | Data plane packet pool is under low water mark on page 291 |
| Data plane packet pool is under critical low water mark on page 291 | Data plane packet pool is above high water mark on page 292 | Data plane core dead on page 292 |
| Data plane process restarted on page 292 | Data plane discovery succeeded on page 293 | Data plane managed on page 293 |
| Data plane deleted on page 293 | Data plane license is not enough on page 294 | Data plane upgrade started on page 294 |
| Data plane upgrading on page 294 | Data plane upgrade succeeded on page 294 | Data plane upgrade failed on page 295 |
| Data plane of data center side successfully connects to the CALEA server on page 295 | Data plane of data center side fails to connect to the CALEA server on page 295 | Data Plane of data center side disconnects to CALEA server on page 296 |
| Data plane successfully connects to the other data plane on page 296 | Data plane fails to connect to the other data plane on page 297 | Data plane disconnects to the other data plane on page 297 |

| Event | Event | Event |
|--|--|---|
| Start CALEA mirroring client in data plane on page 297 | Stop CALEA mirroring client in data plane on page 298 | Data plane DHCP IP pool usage rate is 100 percent on page 298 |
| Data plane DHCP IP pool usage rate is 80 percent on page 298 | Data plane NAT session capacity usage rate is 80 percent on page 299 | Data plane NAT session capacity usage rate is 100 percent on page 299 |
| Data plane DHCP IP capacity usage rate is 80 percent on page 300 | Data plane DHCP IP capacity usage rate is 100 percent on page 300 | Data plane backup success on page 300 |
| Data plane backup failed on page 301 | Data plane restore success on page 301 | Data plane restore failed on page 301 |

Data plane discovered

TABLE 557 Data plane discovered event

| Event | Data plane discovered |
|--------------------------------|---|
| Event Type | dpDiscoverySuccess (server side detect) |
| Event Code | 501 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName} dpKey]} sent a connection request to {produce.short.name} [{cpName} wsgIP]}. |
| Description | This event occurs when the data plane successfully connects to the controller. |

Data plane discovery failed

TABLE 558 Data plane discovery failed event

| Event | Data plane discovery failed |
|--------------------------------|--|
| Event Type | dpDiscoveryFail (detected on the server side) |
| Event Code | 502 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName} dpKey]} failed to send a discovery request to {produce.short.name} [{cpName} wsgIP]}. |
| Description | This event occurs when the data plane fails to connect to the controller. |

Data plane configuration updated

TABLE 559 Data plane configuration updated event

| Event | Data plane configuration updated |
|--------------------------------|---|
| Event Type | dpConfUpdated |
| Event Code | 504 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "configID"= "123456781234567" |
| Displayed on the web interface | Data plane [{dpName} dpKey]} updated to configuration [{configID]}. |

TABLE 559 Data plane configuration updated event (continued)

| | |
|-------------|---|
| Event | Data plane configuration updated |
| Description | This event occurs when the data plane configuration is updated. |

Data plane configuration update failed

TABLE 560 Data plane configuration update failed event

| | |
|--------------------------------|---|
| Event | Data plane configuration update failed |
| Event Type | dpConfUpdateFailed |
| Event Code | 505 |
| Severity | Major |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "configID"=" 123456781234567" |
| Displayed on the web interface | Data plane [{dpName dpKey}] failed to update to configuration [{configID}] |
| Description | This event occurs when the data plane configuration update fails. |
| Auto Clearance | This event triggers the alarm 501, which is auto cleared by the event code 504. |

Data plane rebooted

TABLE 561 Data plane rebooted event

| | |
|--------------------------------|--|
| Event | Data plane rebooted |
| Event Type | dpReboot (server side detect) |
| Event Code | 506 |
| Severity | Minor |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Data plane [{dpName dpKey}] rebooted |
| Description | This event occurs when the data plane is rebooted. |

Data plane heartbeat lost

TABLE 562 Data plane heartbeat lost event

| | |
|--------------------------------|---|
| Event | Data plane heartbeat lost |
| Event Type | dpLostConnection (detected on the server side) |
| Event Code | 507 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Data plane [{dpName dpKey}] heartbeat lost. |
| Description | This event occurs when the data plane heartbeat lost. |

Data plane IP address updated

TABLE 563 Data plane IP address updated event

| Event | Data plane IP address updated |
|--------------------------------|--|
| Event Type | dpIPChanged |
| Event Code | 508 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | Data plane [{dpName dpKey}] IP address changed |
| Description | This event occurs when the IP address of the data plane is modified. |

Data plane updated to a new control plane

TABLE 564 Data plane updated to a new control plane event

| Event | Data plane updated to a new control plane |
|--------------------------------|---|
| Event Type | dpChangeControlBlade |
| Event Code | 509 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "oldwsgIP"="xxx.xxx.xxx.xxx", "newwsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName dpKey}] switched from {produce.short.name} [{oldCpName oldWsgIP}] to [{cpName newWsgIP}]. |
| Description | This event occurs when the data plane connects to a new controller instance. |

Data plane status update failed

TABLE 565 Data plane status update failed event

| Event | Data plane status update failed |
|--------------------------------|---|
| Event Type | dpUpdateStatusFailed |
| Event Code | 510 |
| Severity | Minor |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName dpKey}] failed to update its status to {produce.short.name} [{cpName wsgIP}]. |
| Description | This event occurs when the data plane fails to update its status on the controller. |

Data plane statistics update failed

TABLE 566 Data plane statistics update failed event

| Event | Data plane statistics update failed |
|------------|-------------------------------------|
| Event Type | dpUpdateStatisticFailed |

TABLE 566 Data plane statistics update failed event (continued)

| Event | Data plane statistics update failed |
|--------------------------------|--|
| Event Code | 511 |
| Severity | Minor |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName dpKey}] failed to update its statistics to {produce.short.name} [{cpName wsgIP}] |
| Description | This event occurs when the data plane fails to update statistics to the controller. |

Data plane connected

TABLE 567 Data plane connected event

| Event | Data plane connected |
|--------------------------------|--|
| Event Type | dpConnected |
| Event Code | 512 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName dpKey}] connected to {produce.short.name} [{cpName wsgIP}] |
| Description | This event occurs when the data plane connects to the controller. |

Data plane disconnected

TABLE 568 Data plane disconnected event

| Event | Data plane disconnected |
|--------------------------------|---|
| Event Type | dpDisconnected |
| Event Code | 513 |
| Severity | Critical |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName dpKey}] disconnected from {produce.short.name} [{cpName wsgIP}] |
| Description | This event occurs when the data plane disconnects from the controller. |
| Auto Clearance | This event triggers the alarm 503, which is auto cleared by the event code 512. |

Data plane physical interface down

TABLE 569 Data plane physical interface down event

| Event | Data plane physical interface down |
|------------|--|
| Event Type | dpPhyInterfaceDown |
| Event Code | 514 |
| Severity | Critical |
| Attribute | "portID"="xx", "dpKey"="xx:xx:xx:xx:xx:xx" |

TABLE 569 Data plane physical interface down event (continued)

| Event | Data plane physical interface down |
|--------------------------------|---|
| Displayed on the web interface | Network link of port [{{portID}}] on data plane [{{dpName dpKey}}] is down. |
| Description | This event occurs when the network link of the data plane is down. |
| Auto Clearance | This event triggers the alarm 504, which is auto cleared by the event code 515. |

Data plane physical interface up

TABLE 570 Data plane physical interface up event

| Event | Data plane physical interface up |
|--------------------------------|---|
| Event Type | dpPhyInterfaceUp |
| Event Code | 515 |
| Severity | Informational |
| Attribute | "portID"="xx", "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Network link of port [{{portID}}] on data plane [{{dpName dpKey}}] is up. |
| Description | This event occurs when the network link of the data plane is up. |

Data plane packet pool is under low water mark

TABLE 571 Data plane packet pool is under low water mark event

| Event | Data plane packet pool is under low water mark |
|--------------------------------|---|
| Event Type | dpPktPoolLow |
| Event Code | 516 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "id"="x" |
| Displayed on the web interface | Pool [{{id}}] on data plane [{{dpName dpKey}}] is under low-water mark. |
| Description | This event occurs when the data core packet pool is below the water mark level. |
| Auto Clearance | This event triggers the alarm 516, which is auto cleared by the event code 518. |

Data plane packet pool is under critical low water mark

TABLE 572 Data plane's packet pool is under critical low water mark event

| Event | Data plane packet pool is under critical low water mark |
|--------------------------------|--|
| Event Type | dpPktPoolCriticalLow |
| Event Code | 517 |
| Severity | Major |
| Attribute | dpKey="xx:xx:xx:xx:xx:xx", "id"="x" |
| Displayed on the web interface | Pool [{{id}}] on data plane [{{dpName dpKey}}] is under critical low-water mark. |

TABLE 572 Data plane's packet pool is under critical low water mark event (continued)

| Event | Data plane packet pool is under critical low water mark |
|-------------|---|
| Description | This event occurs when the data core packet pool reaches the critical water mark level. |

Data plane packet pool is above high water mark

TABLE 573 Data plane packet pool is above high water mark event

| Event | Data plane packet pool is above high water mark |
|--------------------------------|--|
| Event Type | dpPktPoolRecover |
| Event Code | 518 |
| Severity | Informational |
| Attribute | dpKey="xx:xx:xx:xx:xx:xx", "id"="x" |
| Displayed on the web interface | Pool [{id}] on data plane [{dpName} {dpKey}] is above high-water mark |
| Description | This event occurs when the data plane's packet pool is recovered when it is above high-water mark. |

Data plane core dead

TABLE 574 Data plane core dead event

| Event | Data plane core dead |
|--------------------------------|---|
| Event Type | dpCoreDead |
| Event Code | 519 |
| Severity | Major |
| Attribute | dpKey="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data plane [{dpName}&&{dpKey}] has dead data core. |
| Description | This event occurs when one or multiple data core packet pool is lost /dead. |

Data plane process restarted

TABLE 575 Data plane process restarted event

| Event | Data plane process restarted |
|--------------------------------|--|
| Event Type | dpProcessRestart |
| Event Code | 520 |
| Severity | Major |
| Attribute | dpKey="xx:xx:xx:xx:xx:xx", processName="xxxx" |
| Displayed on the web interface | [{processName}] on data plane [{dpName}&&{dpKey}] is restarted. |
| Description | This event occurs when any process on the data plane crashes and restarts. |

NOTE

Event 530 is not applicable for SCG.

Data plane discovery succeeded

NOTE

This event is not applicable to SZ300/SZ100.

TABLE 576 Data plane discovery succeeded event

| Event | Data plane discovery succeeded |
|--------------------------------|---|
| Event Type | dpDiscoverySuccess |
| Event Code | 530 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName&&dpKey}] sent a discovery request to {produce.short.name} [{wsgIP}] |
| Description | This event occurs when data plane sends a discovery request to the {produce.short.name} successfully. |

Data plane managed

NOTE

This event is not applicable for SZ300/SZ100.

TABLE 577 Data plane managed event

| Event | Data plane managed |
|--------------------------------|--|
| Event Type | dpStatusManaged |
| Event Code | 532 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "wsgIP"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName&&dpKey}] approved by {produce.short.name} [{wsgIP}] |
| Description | This event occurs when data plane is approved by the {produce.short.name}. |

NOTE

Events 537, 538, 550, 551, 552 and 553 are not applicable for SZ300/SZ100.

Data plane deleted

TABLE 578 Data plane deleted event

| Event | Data plane deleted |
|--------------------------------|---|
| Event Type | dpDeleted |
| Event Code | 537 |
| Severity | Informational |
| Attribute | "dpKey"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data plane [{dpName&&dpKey}] deleted. |
| Description | This event occurs when data plane is deleted. |

Data plane license is not enough

TABLE 579 Data plane license is not enough event

| Event | Data plane license is not enough |
|--------------------------------|---|
| Event Type | dpLicenseInsufficient |
| Event Code | 538 |
| Severity | Major |
| Attribute | "count"=<delete-vdp-count> |
| Displayed on the web interface | Data plane license is not enough, [{count}] instance of data plane will be deleted. |
| Description | This event occurs when data plane licenses are insufficient. |

Data plane upgrade started

TABLE 580 Data plane upgrade started event

| Event | Data plane upgrade started |
|--------------------------------|---|
| Event Type | dpUpgradeStart |
| Event Code | 550 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data plane [{dpName&&dpKey}]started the upgrade process. |
| Description | This event occurs when data plane starts the upgrade process. |

Data plane upgrading

TABLE 581 Data plane upgrading event

| Event | Data plane upgrading |
|--------------------------------|---|
| Event Type | dpUpgrading |
| Event Code | 551 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data plane [{dpName&&dpKey}] is upgrading. |
| Description | This event occurs when data plane starts to upgrade programs and configuration. |

Data plane upgrade succeeded

TABLE 582 Data plane upgrade succeeded event

| Event | Data plane upgrade succeeded |
|------------|------------------------------|
| Event Type | dpUpgradeSuccess |
| Event Code | 552 |
| Severity | Informational |

TABLE 582 Data plane upgrade succeeded event (continued)

| | |
|--------------------------------|--|
| Event | Data plane upgrade succeeded |
| Attribute | "dpKey"="xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data plane [{dpName&&dpKey}] has been upgraded successfully. |
| Description | This event occurs when data plane upgrade is successful. |

Data plane upgrade failed

TABLE 583 Data plane upgrade failed event

| | |
|--------------------------------|---|
| Event | Data plane upgrade failed |
| Event Type | dpUpgradeFailed |
| Event Code | 553 |
| Severity | Major |
| Attribute | "dpKey"="xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data plane [{dpName&&dpKey}] failed to upgrade. |
| Description | This event occurs when data plane upgrade fails. |
| Auto Clearance | This event triggers the alarm 553, which is auto cleared by the event code 552. |

Data plane of data center side successfully connects to the CALEA server

NOTE

Events 1257 to 1267 are not applicable to SZ300/SZ100.

TABLE 584 Data plane of data center side successfully connects to the CALEA server event

| | |
|--------------------------------|--|
| Event | Data plane of data center side successfully connects to the CALEA server |
| Event Type | dpDcToCaleaConnected |
| Event Code | 1257 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx", "caleaServerIP"="xxx.xxx.xxx.xxx", "dpIP"="xx.xx.xx.xx", "reason"="xxxxxx" |
| Displayed on the web interface | Data Plane of Data Center side [{dpName&&dpKey}] successfully connects to the CALEA server[{caleaServerIP}]. |
| Description | This event occurs when the data plane successfully connects to the CALEA server. |

Data plane of data center side fails to connect to the CALEA server

NOTE

Events 1257 to 1267 are not applicable to SZ300/SZ100.

TABLE 585 Data plane of data center side fails to connect to the CALEA server event

| Event | Data plane of data center side fails to connect to the CALEA server. |
|--------------------------------|---|
| Event Type | dpDcToCaleaConnectFail |
| Event Code | 1258 |
| Severity | Major |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "caleaServerIP"="xxx.xxx.xxx.xxx", "dpIP"="xx.xx.xx.xx", "reason"="xxxxxx" |
| Displayed on the web interface | Data Plane of Data Center side [{dpName&&dpKey}] fails to connects to the CALEA server[{caleaServerIP}] |
| Description | This event occurs when the data plane fails to connect to the CALEA server. |
| Auto Clearance | This event triggers the alarm 1258, which is auto cleared by the event code 1257. |

Data Plane of data center side disconnects to CALEA server

NOTE

Events 1257 to 1267 are not applicable to SZ300/SZ100.

TABLE 586 Data Plane of data center side disconnects to CALEA server event

| Event | Data Plane of data center side disconnects to CALEA server. |
|--------------------------------|--|
| Event Type | dpDcToCaleaDisconnected |
| Event Code | 1259 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "caleaServerIP"="xxx.xxx.xxx.xxx", "dpIP"="xx.xx.xx.xx", "reason"="xxxxxx" |
| Displayed on the web interface | Data Plane of Data Center side [{dpName&&dpKey}] fails to connects to the CALEA server [{caleaServerIP}] |
| Description | This event occurs when the data plane disconnects from the CALEA server. |

Data plane successfully connects to the other data plane

NOTE

Events 1257 to 1267 are not applicable to SZ300/SZ100.

TABLE 587 Data plane successfully connects to the other data plane event

| Event | Data plane successfully connects to the other data plane |
|--------------------------------|--|
| Event Type | dpP2PTunnelConnected |
| Event Code | 1260 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "dpIP"="xx.xx.xx.xx", "targetDpKey"="xx:xx:xx:xx:xx:xx", "targetDpIp"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data Plane [{dpName&&dpKey}] successfully connects to the other Data Plane[{targetDpKey&&targetDpIp}] |
| Description | This event occurs when the data plane connects to another data plane. |

Data plane fails to connect to the other data plane

NOTE

Events 1257 to 1267 are not applicable to SZ300/SZ100.

TABLE 588 Data plane fails to connect to the other data plane event

| Event | Data plane fails to connect to the other data plane |
|--------------------------------|---|
| Event Type | dpP2PTunnelConnectFail |
| Event Code | 1261 |
| Severity | Warning |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "dpIP"="xx.xx.xx.xx", "targetDpKey"="xx:xx:xx:xx:xx:xx", "targetDpIp"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data Plane[{dpName&&dpKey}] fails connects to the other Data Plane[{targetDpKey&&targetDpIp}] |
| Description | This event occurs when the data plane fails to connect to another data plane. |
| Auto Clearance | This event triggers the alarm 1261, which is auto cleared by the event code 1260. |

Data plane disconnects to the other data plane

NOTE

Events 1257 to 1267 are not applicable to SZ300/SZ100.

TABLE 589 Data plane disconnects to the other data plane event

| Event | Data plane disconnects to the other data plane |
|--------------------------------|---|
| Event Type | dpP2PTunnelDisconnected |
| Event Code | 1262 |
| Severity | Major |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "dpIP"="xx.xx.xx.xx", "targetDpKey"="xx:xx:xx:xx:xx:xx", "targetDpIp"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Data Plane[{dpName&&dpKey}] disconnects to the other Data Plane[{targetDpKey&&targetDpIp}] |
| Description | This event occurs when the data plane disconnects from another data plane. |

Start CALEA mirroring client in data plane

NOTE

Events 1257 to 1267 are not applicable to SZ300/SZ100.

TABLE 590 Start CALEA mirroring client in data plane event

| Event | Start CALEA mirroring client in data plane |
|------------|--|
| Event Type | dpStartMirroringClient |
| Event Code | 1263 |
| Severity | Informational |

TABLE 590 Start CALEA mirroring client in data plane event (continued)

| Event | Start CALEA mirroring client in data plane |
|--------------------------------|--|
| Attribute | "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "apIpAddress"="xx.xx.xx.xx", "dpKey"="xx:xx:xx:xx:xx:xx", "dpIP"="xx.xx.xx.xx" |
| Displayed on the web interface | Start CALEA mirroring client [{userName} IP clientMac] on WLAN [{ssid}] from AP [{apName}&&apMac]} |
| Description | This event occurs when the CALEA server starts mirroring the client image. |

Stop CALEA mirroring client in data plane

NOTE

Events 1257 to 1267 are not applicable to SZ300/SZ100.

TABLE 591 Stop CALEA mirroring client in data plane event

| Event | Stop CALEA mirroring client in data plane |
|--------------------------------|--|
| Event Type | dpStopMirroringClient |
| Event Code | 1264 |
| Severity | Warning |
| Attribute | "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "apIpAddress"="xx.xx.xx.xx", "dpKey"="xx:xx:xx:xx:xx:xx", "dpIP"="xx.xx.xx.xx" |
| Displayed on the web interface | Stop CALEA mirroring client [{userName} IP clientMac] on WLAN [{ssid} authType] from AP [{apName}&&apMac}]. TxBytes[{txBytes}] |
| Description | This event occurs when the CALEA server stops mirroring the client image. |

Data plane DHCP IP pool usage rate is 100 percent

NOTE

This event is not applicable for SZ300/SZ100.

TABLE 592 Data plane DHCP IP pool usage rate is 100 percent event

| Event | Data plane DHCP IP pool usage rate is 100 percent |
|--------------------------------|---|
| Event Type | dpDhcpIpPoolUsageRate100 |
| Event Code | 1265 |
| Severity | Critical |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data Plane[{dpName}&&dpKey}] DHCP IP Pool usage rate is 100 percent |
| Description | This event occurs when the data plane DHCP pool usage rate is 100%. |

Data plane DHCP IP pool usage rate is 80 percent

NOTE

This event is not applicable for SZ300/SZ100.

TABLE 593 Data plane DHCP IP pool usage rate is 80 percent event

| | |
|--------------------------------|---|
| Event | Data plane DHCP IP pool usage rate is 80 percent |
| Event Type | dpDhcpIpPoolUsageRate80 |
| Event Code | 1266 |
| Severity | Warning |
| Attribute | "dpName="xxxxxxx", "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data Plane[{{dpName&&dpKey}}] DHCP IP Pool usage rate is 80 percent |
| Description | This event occurs when the data plane DHCP pool usage rate is 80%. |

Data plane NAT session capacity usage rate is 80 percent

NOTE

This event is not applicable for SZ300/SZ100.

TABLE 594 Data plane NAT session capacity usage rate is 80 percent event

| | |
|--------------------------------|--|
| Event | Data plane NAT session capacity usage rate is 80 percent |
| Event Type | dpNatSessionCapacityUsageRate80 |
| Event Code | 1283 |
| Severity | Major |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "totalLicenseCnt"="1234567890", "consumedLicenseCnt"="1234567890", "availableLicenseCnt"="1234567890" |
| Displayed on the web interface | Data Plane[{{dpKey}}] NAT Session Capacity usage rate is 80 percent. (total [{{totalLicenseCnt}}, consumed [{{consumedLicenseCnt}}, available [{{availableLicenseCnt}}]) |
| Description | This event occurs when the data plane NAT session capacity usage rate is 80%. |

Data plane NAT session capacity usage rate is 100 percent

NOTE

This event is not applicable for SZ300/SZ100.

TABLE 595 Data plane NAT session capacity usage rate is 100 percent event

| | |
|--------------------------------|---|
| Event | Data plane NAT session capacity usage rate is 100 percent |
| Event Type | dpNatSessionCapacityUsageRate100 |
| Event Code | 1284 |
| Severity | Major |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "totalLicenseCnt"="1234567890", "consumedLicenseCnt"="1234567890", "availableLicenseCnt"="1234567890" |
| Displayed on the web interface | Data Plane[{{dpKey}}] NAT Session Capacity usage rate is 100 percent. (total [{{totalLicenseCnt}}, consumed [{{consumedLicenseCnt}}, available [{{availableLicenseCnt}}]) |
| Description | This event occurs when the data plane NAT session capacity usage rate is 100%. |

Data plane DHCP IP capacity usage rate is 80 percent

NOTE

This event is not applicable for SZ300/SZ100.

TABLE 596 Data plane DHCP IP capacity usage rate is 80 percent event

| Event | Data plane DHCP IP capacity usage rate is 80 percent |
|--------------------------------|--|
| Event Type | dpDhcpIpCapacityUsageRate80 |
| Event Code | 1285 |
| Severity | Major |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "totalLicenseCnt"="1234567890", "consumedLicenseCnt"="1234567890", "availableLicenseCnt"="1234567890" |
| Displayed on the web interface | Data Plane[{{dpKey}}] DHCP IP Capacity usage rate is 80 percent. (total [{{totalLicenseCnt}}, consumed [{{consumedLicenseCnt}}, available [{{availableLicenseCnt}}]) |
| Description | This event occurs when the data plane DHCP IP capacity usage rate is 80%. |

Data plane DHCP IP capacity usage rate is 100 percent

NOTE

This event is not applicable for SZ300/SZ100.

TABLE 597 Data plane DHCP IP capacity usage rate is 100 percent event

| Event | Data plane DHCP IP capacity usage rate is 100 percent |
|--------------------------------|---|
| Event Type | dpDhcpIpCapacityUsageRate100 |
| Event Code | 1286 |
| Severity | Major |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "totalLicenseCnt"="1234567890", "consumedLicenseCnt"="1234567890", "availableLicenseCnt"="1234567890" |
| Displayed on the web interface | Data Plane[{{dpKey}}] DHCP IP Capacity usage rate is 100 percent. (total [{{totalLicenseCnt}}, consumed [{{consumedLicenseCnt}}, available [{{availableLicenseCnt}}]) |
| Description | This event occurs when the data plane NAT session capacity usage rate is 100%. |

NOTE

Refer to [Data Plane Alarms](#) on page 102.

Data plane backup success

TABLE 598 Data plane backup success event

| Event | Data plane backup success |
|------------|-----------------------------|
| Event Type | dpBackupSuccess |
| Event Code | 1290 |
| Severity | Major |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx" |

TABLE 598 Data plane backup success event (continued)

| Event | Data plane backup success |
|--------------------------------|---|
| Displayed on the web interface | Data Plane [{dpName&&dpKey}] backup successful. |
| Description | This event occurs when Data plane backup is successful. |

Data plane backup failed

TABLE 599 Data plane backup failed event

| Event | Data plane backup failed |
|--------------------------------|---|
| Event Type | dpBackupFailed |
| Event Code | 1291 |
| Severity | Critical |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data Plane [{dpName&&dpKey}] backup failed. |
| Description | This event occurs when Data plane backup fails. |

Data plane restore success

TABLE 600 Data plane restore success event

| Event | Data plane restore success |
|--------------------------------|--|
| Event Type | dpRestoreSuccess |
| Event Code | 1292 |
| Severity | Major |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data Plane [{dpName&&dpKey}] restore successful. |
| Description | This event occurs when Data plane restore is successful. |

Data plane restore failed

TABLE 601 Data plane restore failed event

| Event | Data plane restore failed |
|--------------------------------|--|
| Event Type | dpRestoreFailed |
| Event Code | 1293 |
| Severity | Critical |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data Plane [{dpName&&dpKey}] restore failed. |
| Description | This event occurs when Data plane restore fails. |

DHCP Events

NOTE

This event is not applicable for vSZ-H.

Following are the events related to DHCP (Dynamic Host Configuration Protocol).

- [DHCP inform received](#) on page 302
- [DHCP dcln received](#) on page 302

DHCP inform received

TABLE 602 DHCP inform received event

| Event | DHCP inform received |
|--------------------------------|---|
| Event Type | dhcpInfmRcvd |
| Event Code | 1238 |
| Severity | Informational |
| Attribute | "mvnold"=NA "wlanId"=NA,"zoneId"="NA" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="dhcp","realm"="NA" "ueMacAddr"="bb:aa:dd:dd:ee:ff" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | DHCP Inform was received by {produce.short.name} [{SCGMgmtIp}] from UE [{ueMacAddr}] |
| Description | This event occurs when the controller receives the DHCP information. |

DHCP dcln received

TABLE 603 DHCP dcln received event

| Event | DHCP dcln received |
|--------------------------------|---|
| Event Type | dhcpDclnRcvd |
| Event Code | 1239 |
| Severity | Major |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut","realm"="NA" "ueMacAddr"="bb:aa:dd:dd:ee:ff" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | DHCP Decline was received by {produce.short.name} [{SCGMgmtIp}] from UE [{ueMacAddr}] |
| Description | This event occurs when the controller receives the DHCP declined message. The GTP (GPRS Tunneling Protocol) tunnel is deleted and recreated. |

GA Interface Events

NOTE

This section is not applicable for vSZ-H.

Following are the events related to the GA interface (CDRs and GTP').

- [Connection to CGF failed](#) on page 303

- [CGF keepalive not responded](#) on page 303
- [CDR transfer succeeded](#) on page 303
- [CDR transfer failed](#) on page 304
- [CDR generation failed](#) on page 304

Connection to CGF failed

TABLE 604 Connection to CGF failed event

| Event | Connection to CGF failed |
|--------------------------------|---|
| Event Type | cnxnToCgffailed |
| Event Code | 1610 |
| Severity | Major |
| Attribute | "mvsold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="cip" "realm"="NA", "radSrvrIp"="7.7.7.7" "cgfSrvrIp"="40.40.40.40" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Connection with CGF [{{cgfSrvrIp}}] from RADServerIP [{{radSrvrIp}}] on {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when channel interface processor (CIP) or GPRS tunneling protocol prime (GTPP) stack detects a connection loss to the charging gateway function (CGF server). |
| Auto Clearance | This event triggers the alarm 1610, which is auto cleared by the event code 1613. |

CGF keepalive not responded

TABLE 605 CGF keepalive not responded event

| Event | CGF keepalive not responded |
|--------------------------------|--|
| Event Type | cgfKeepAliveNotResponded |
| Event Code | 1612 |
| Severity | Informational |
| Attribute | "mvsold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="cip" "realm"="NA", "radSrvrIp"="7.7.7.7" "cgfSrvrIp"="40.40.40.40" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Heartbeat missed between RAD Server [{{radSrvrIp}}] and CGF Server [{{cgfSrvrIp}}] in {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when channel interface processor does not receive an acknowledgment for a keep alive request. |

CDR transfer succeeded

TABLE 606 CDR transfer succeeded event

| Event | CDR transfer succeeded |
|------------|------------------------|
| Event Type | cdrTxfrSuccessful |
| Event Code | 1613 |
| Severity | Debug |

TABLE 606 CDR transfer succeeded event (continued)

| Event | CDR transfer succeeded |
|--------------------------------|--|
| Attribute | "mvnoid"=12 "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="cip" "realm"="wlan.3gppnetwork.org" "radSrvrlp"="7.7.7.7" "cgfSrvrlp"="40.40.40.40" "SCGMgmtlp"="2.2.2.2" |
| Displayed on the web interface | CDR Transfer successful from RAD Server [{radSrvrlp}] to CGF [{cgfSrvrlp}] on {produce.short.name} [{SCGMgmtlp}] |
| Description | This event occurs when the call details record is successfully transferred. |

CDR generation failed

TABLE 607 CDR generation failed event

| Event | CDR generation failed |
|--------------------------------|---|
| Event Type | cdrGenerationFailed |
| Event Code | 1615 |
| Severity | Major |
| Attribute | "mvnoid"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="cip" "realm"="wlan.3gppnetwork.org" "radSrvrlp"="7.7.7.7" "SCGMgmtlp"="2.2.2.2" |
| Displayed on the web interface | Failed to generate CDR by RAD Server [{radSrvrlp}] in {produce.short.name} [{SCGMgmtlp}] |
| Description | This event occurs when the controller cannot format/generate the call detail records. |

CDR transfer failed

TABLE 608 CDR transfer failed event

| Event | CDR transfer failed |
|--------------------------------|--|
| Event Type | cdrTxfrFailed |
| Event Code | 1614 |
| Severity | Major |
| Attribute | "mvnoid"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="cip" "realm"="wlan.mnc080.mcc405.3gppnetwork.org" "radSrvrlp"="7.7.7.7" "cgfSrvrlp"="40.40.40.40" "SCGMgmtlp"="2.2.2.2" "cause"="<reason for failure>" |
| Displayed on the web interface | CDR Transfer failed from RAD Server [{radSrvrlp}] to CGF [{cgfSrvrlp}] on {produce.short.name} [{SCGMgmtlp}] |
| Description | This event occurs when the call detail record transfers fails. |

Gn/S2a Interface Events

NOTE

This event is not applicable for vSZ-H.

Following are the events related to Gn/S2a interface.

| Event | Event | Event |
|--|--|---|
| GGSN restarted on page 305 | GGSN not reachable on page 305 | Echo response not received on page 306 |
| GGSN not resolved on page 306 | PDP context established on page 306 | PDP create failed on page 307 |
| PDP update by HLR succeeded on page 307 | PDP update by HLR failed on page 307 | PDP update by roaming succeeded on page 308 |
| PDP update by roaming failed on page 308 | PDP update by GGSN succeeded on page 309 | PDP update by GGSN failed on page 309 |
| PDP delete by TTG succeeded on page 309 | PDP delete by TTG failed on page 310 | PDP delete by GGSN succeeded on page 310 |
| PDP delete by GGSN failed on page 310 | IP assigned on page 311 | IP not assigned on page 311 |
| Unknown UE on page 311 | PDP update success COA on page 312 | PDP update fail COA on page 312 |
| PDNGW could not be resolved on page 312 | PDNGW version not supported on page 313 | Associated PDNGW down on page 313 |
| Create session response failed on page 313 | Decode failed on page 314 | Modify bearer response failed on page 314 |
| Delete session response failed on page 315 | Delete bearer request failed on page 315 | Update bearer request failed on page 315 |
| CGF server not configured on page 316 | | |

GGSN restarted

TABLE 609 GGSN restarted event

| Event | GGSN restarted |
|--------------------------------|--|
| Event Type | ggsnRestarted |
| Event Code | 1210 |
| Severity | Major |
| Attribute | "mvnld"="12", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="sm" "realm"="NA" "gtpclp"="5.5.5.5", "ggsnIp"="10.10.10.10", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | GGSN [{ggsnIp}] connected to {produce.short.name} [{SCGMgmtIp}] (GTPC-IP [{gtpclp}]) is restarted |
| Description | This event occurs when GPRS protocol control plane receives a new recovery value. |

GGSN not reachable

TABLE 610 GGSN not reachable event

| Event | GGSN not reachable |
|--------------------------------|--|
| Event Type | ggsnNotReachable |
| Event Code | 1211 |
| Severity | Major |
| Attribute | "mvnld"="12", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="sm", "realm"="NA", "gtpclp"="5.5.5.5", "ggsnIp"="10.10.10.10", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | GGSN [{ggsnIp}] connected to {produce.short.name} (GTPC-IP [{gtpclp}]) is not reachable |
| Description | This event occurs when echo request is timed out. |

Echo response not received

TABLE 611 Echo response not received event

| Event | Echo response not received |
|--------------------------------|---|
| Event Type | echoRspNotRcvd |
| Event Code | 1212 |
| Severity | Informational |
| Attribute | "mvnold"="12", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="sm" "realm"="NA" "gtpclp"="5.5.5.5", "ggsnlp"="10.10.10.10", "SCGMgmtlp"="2.2.2.2" |
| Displayed on the web interface | GGSN [{{ggsnlp}}] did not respond to Echo Request from {produce.short.name} (GTPC-IP [{{gtpclp}}]) is not reachable |
| Description | This event occurs when GPRS protocol control plane does not receive an acknowledgment for the single echo request. |

GGSN not resolved

TABLE 612 GGSN not resolved event

| Event | GGSN not resolved |
|--------------------------------|--|
| Event Type | ggsnNotResolved |
| Event Code | 1215 |
| Severity | Major |
| Attribute | "mvnold"="12", "wlanId"="1", "zoneld"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan. 3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtlp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345" "ueMsisdn"="98787" |
| Displayed on the web interface | Failed to resolve GGSN from APN [{{apn}}] for UE with IMSI [{{uelmsi}}] and MSISDN [{{ueMsisdn}}] |
| Description | This even occurs when access point name is unable to resolve to gateway GPRS support node. |

PDP context established

TABLE 613 PDP context established event

| Event | PDP context established |
|--------------------------------|--|
| Event Type | pdpCtxtEstablished |
| Event Code | 1216 |
| Severity | Debug |
| Attribute | "mvnold"=12,"wlanId"=1 "zoneld"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtlp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345","ueMsisdn"="98787" |
| Displayed on the web interface | PDP context created for UE with IMSI [{{uelmsi}}] and MSISDN [{{ueMsisdn}}] at {produce.short.name} [{{SCGMgmtlp}}] |
| Description | This event occurs when packet data protocol is established. |

PDP create failed

TABLE 614 PDP create failed event

| Event | PDP create failed |
|--------------------------------|--|
| Event Type | crtPdpFailed |
| Event Code | 1217 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"=10" ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345","ueMsisdn"="98787" "cause"="cause of error" |
| Displayed on the web interface | PDP context create failed for UE with IMSI [{uelmsi}] and MSISDN [{ueMsisdn}] at {produce.short.name} [{SCGMgmtIp}]. Cause [{cause}] |
| Description | This event occurs when create packet data protocol fails. |

PDP update by HLR succeeded

TABLE 615 PDP update by HLR succeeded event

| Event | PDP update by HLR succeeded |
|--------------------------------|--|
| Event Type | initPdpUpdSuccHlr |
| Event Code | 1218 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"=10" ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345","ueMsisdn"="98787" "hlrEvent"="<event received from HLR>" |
| Displayed on the web interface | PDP context updated for UE with IMSI [{uelmsi}] and MSISDN [{ueMsisdn}] at {produce.short.name} [{SCGMgmtIp}] because of [hlrEvent] from HLR |
| Description | This event occurs when packet data protocol context is updated successfully. Update is initiated by tunneling termination gateway (TTG) control plane as a result of the home location register (HLR) initiation. |

PDP update by HLR failed

TABLE 616 PDP update by HLR failed event

| Event | PDP update by HLR failed |
|------------|---|
| Event Type | initPdpUpdFailureHlr |
| Event Code | 1219 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"=10" ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345","ueMsisdn"="98787" "cause"="cause of error" "hlrEvent"="<event received from HLR>" |

TABLE 616 PDP update by HLR failed event (continued)

| Event | PDP update by HLR failed |
|--------------------------------|--|
| Displayed on the web interface | PDP context update initiated because of HLR Event [{hlrEvent}] failed for UE with IMSI [{ueImsi}] and MSISDN [{ueMsisdn}] at {produce.short.name} [{SCGMgmtIp}]. Failure Cause [{cause}] |
| Description | This event occurs when update packet data protocol fails. Update is initiated by TTG control plane as a result of HLR initiation. |

PDP update by roaming succeeded

TABLE 617 PDP update by roaming succeeded event

| Event | PDP update by roaming succeeded |
|--------------------------------|--|
| Event Type | initPdpUpdSuccRoam |
| Event Code | 1220 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"=10" ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345" "ueMsisdn"="98787" |
| Displayed on the web interface | PDP context updated for UE with IMSI [{ueImsi}] and MSISDN [{ueMsisdn}] at {produce.short.name} [{SCGMgmtIp}] because of UE Roaming |
| Description | This event occurs when packet data protocol context is updated successfully. Update is initiated by TTG control plane as a result of user equipment. |

PDP update by roaming failed

TABLE 618 PDP update by roaming failed event

| Event | PDP update by roaming failed |
|--------------------------------|--|
| Event Type | initPdpUpdFailureRoam |
| Event Code | 1221 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"=10" ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345","ueMsisdn"="98787" "cause"="cause of error" |
| Displayed on the web interface | PDP context update initiated because of UE Roaming failed for UE with IMSI [{ueImsi}] and MSISDN [{ueMsisdn}] at {produce.short.name} [{SCGMgmtIp}] Failure Cause [{cause}] |
| Description | This event occurs when the packet data protocol update fails. This is initiated by TTG control plane as a result of user equipment. |

PDP update by GGSN succeeded

TABLE 619 PDP update by GGSN succeeded event

| Event | PDP update by GGSN succeeded |
|--------------------------------|---|
| Event Type | recvPdpUpdSuccGgsn |
| Event Code | 1222 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345","ueMsisdN"="98787" |
| Displayed on the web interface | GGSN initiated; PDP context updated for UE with IMSI [{uelmsi}] and MSISDN [{ueMsisdN}] at {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when packet data protocol is updated successfully, which is initiated by the GGSN. |

PDP update by GGSN failed

TABLE 620 PDP update by GGSN failed event

| Event | PDP update by GGSN failed |
|--------------------------------|--|
| Event Type | recvPdpUpdFailureGgsn |
| Event Code | 1223 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="sm_process" "realm"="NA" "gtpclp"="5.5.5.5" "ggsnIp"="10.10.10.10" "ueMacAddr"="NA" "uelmsi"="NA" "apn"="NA" "SCGMgmtIp"="2.2.2.2" "cause"="cause of error" |
| Displayed on the web interface | GGSN initiated; PDP context update received from IP [{ggsnIp}] at {produce.short.name} [{SCGMgmtIp}] is failed. Cause [{cause}] |
| Description | This event occurs when the packet data protocol update fails. |

PDP delete by TTG succeeded

TABLE 621 PDP delete by TTG succeeded event

| Event | PDP delete by TTG succeeded |
|--------------------------------|---|
| Event Type | initPdpDelSucc |
| Event Code | 1224 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345" "ueMsisdN"="98787" |
| Displayed on the web interface | {produce.short.name} initiated; PDP context deleted for UE with IMSI [{uelmsi}] and MSISDN [{ueMsisdN}] at {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when packet data protocol delete is successful. |

PDP delete by TTG failed

TABLE 622 PDP delete by TTG failed event

| Event | PDP delete by TTG failed |
|--------------------------------|--|
| Event Type | initPdpDelFailure |
| Event Code | 1225 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345","ueMsisdn"="98787" "cause"="cause of error" |
| Displayed on the web interface | {produce.short.name} initiated; PDP context delete failed for UE with IMSI [{uelmsi}] and MSISDN [{ueMsisdn}] at {produce.short.name} [{SCGMgmtIp}]. Cause [{cause}] |
| Description | This event occurs when packet data protocol delete fails. |

PDP delete by GGSN succeeded

TABLE 623 PDP delete by GGSN succeeded event

| Event | PDP delete by GGSN succeeded |
|--------------------------------|--|
| Event Type | recvPdpDelSucc |
| Event Code | 1226 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345","ueMsisdn"="98787" |
| Displayed on the web interface | GGSN initiated; PDP context deleted for UE with IMSI [{uelmsi}] and MSISDN [{ueMsisdn}] at {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when packet data protocol delete is successful, as initiated by the GGSN. |

PDP delete by GGSN failed

TABLE 624 PDP delete by GGSN failed event

| Event | PDP delete by GGSN failed |
|--------------------------------|--|
| Event Type | recvPdpDelFailure |
| Event Code | 1227 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="sm_process" "realm"="NA" "gtpclp"="5.5.5.5" "ggsnIp"="10.10.10.10" "ueMacAddr"="NA" "uelmsi"="NA" "apn"="NA" "SCGMgmtIp"="2.2.2.2" "cause"="cause of error" |
| Displayed on the web interface | GGSN initiated; PDP context delete received from IP [{ggsnIp}] at {produce.short.name} [{SCGMgmtIp}] is failed. Cause [{cause}] |
| Description | This event occurs when delete packet data protocol fails. Delete is initiated by GGSN. |

IP assigned

TABLE 625 IP assigned event

| Event | IP assigned |
|--------------------------------|--|
| Event Type | ipAssigned |
| Event Code | 1229 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"=10" ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345" "ueMsisdn"="98787" "ueIpAddr"="5.5.5.5" |
| Displayed on the web interface | UE with IMSI [{{ueImsi}}] and MSISDN [{{ueMsisdn}}] was assigned IP [{{ueIpAddr}}] at {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when IP address is assigned to the user equipment. This event is applicable for TTG/PDG sessions only. |

IP not assigned

TABLE 626 IP not assigned event

| Event | IP not assigned |
|--------------------------------|--|
| Event Type | ipNotAssigned |
| Event Code | 1230 |
| Severity | Debug |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"=10" ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueImsi"="12345","ueMsisdn"="98787" "cause"="<why IP could not be assigned>" |
| Displayed on the web interface | IP could not be assigned to UE with IMSI [{{ueImsi}}] and MSISDN [{{ueMsisdn}}] at {produce.short.name} [{{SCGMgmtIp}}] because [{{cause}}] |
| Description | This event occurs when the IP address is not assigned to user equipment. This event is applicable for TTG/PDG sessions only. |

Unknown UE

TABLE 627 Unknown UE event

| Event | Unknown UE |
|--------------------------------|--|
| Event Type | unknownUE |
| Event Code | 1231 |
| Severity | Minor |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "ueMacAddr"="bb:aa:dd:dd:ee:ff" "cause"="Subscriber Info Not Found" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Received request from un-known UE [{{ueMacAddr}}] in {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when TTG control plane receives either a DHCP message or a trigger from data plane. It is unable to find the user equipment in the session context. |

PDP update success COA

TABLE 628 PDP update success COA event

| Event | PDP update success COA |
|--------------------------------|---|
| Event Type | pdpUpdSuccCOA |
| Event Code | 1244 |
| Severity | Debug |
| Attribute | "mvsold"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345","ueMsisdn"="98787" "aaaSrvrIp"="5.5.5.5" |
| Displayed on the web interface | PDP context updated for UE with IMSI [{{uelmsi}}] and MSISDN [{{ueMsisdn}}] at {produce.short.name} [{{SCGMgmtIp}}] because of COA from AAA server [{{aaaSrvrIp}}] |
| Description | This event occurs when the packet data protocol update is successful when initiating the update process based on the change of authorization received from the external AAA server. |

PDP update fail COA

TABLE 629 PDP update fail COA event

| Event | PDP update fail COA |
|--------------------------------|--|
| Event Type | pdpUpdFailCOA |
| Event Code | 1245 |
| Severity | Debug |
| Attribute | "mvsold"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "gtpclp"="5.5.5.5" "apn"="ruckuswireless.com" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345","ueMsisdn"="98787" "aaaSrvrIp"="5.5.5.5" "cause"="cause of error" |
| Displayed on the web interface | PDP context update initiated because of COA from AAA server [{{gtpclp}}] failed for UE with IMSI [{{uelmsi}}] and MSISDN [{{ueMsisdn}}] at {produce.short.name} [{{SCGMgmtIp}}]. Failure Cause [{{cause}}]. |
| Description | This event occurs when the packet data protocol update fails when initiating the update process based on the change of authorization received from the external AAA server. |

PDNGW could not be resolved

TABLE 630 PDNGW could not be resolved event

| Event | PDNGW could not be resolved |
|------------|--|
| Event Type | pdnGwNotResolved |
| Event Code | 1950 |
| Severity | Critical |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="sm_proces" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345", |

TABLE 630 PDNGW could not be resolved event (continued)

| | |
|--------------------------------|--|
| Event | PDNGW could not be resolved |
| | "ueMsisdn"="98787" "apn"="ruckus.com" |
| Displayed on the web interface | {{srcProcess}} APN [{apn}] could not be resolved on {produce.short.name} [{SCGMgmtIp}], with username [{uelmsi}@{realm}] |
| Description | This event occurs when the access point name is unable to resolve to PDN GW. |

PDNGW version not supported

TABLE 631 PDNGW version not supported event

| | |
|--------------------------------|--|
| Event | PDNGW version not supported |
| Event Type | pdnGwVersionNotSupportedMsgReceived |
| Event Code | 1952 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="sm_proces" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345", "ueMsisdn"="98787" "APN"="ruckus.com", "pgwIp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Version not supported message received from PDN GW with IP [{pgwIp}] on {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when the version is not supported for messages received from PDN GW. |

Associated PDNGW down

TABLE 632 Associated PDNGW down event

| | |
|--------------------------------|--|
| Event | Associated PDNGW down |
| Event Type | pdnGwAssociationDown |
| Event Code | 1953 |
| Severity | Critical |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="sm_proces" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345", "ueMsisdn"="98787" "APN"="ruckus.com", "pgwIp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Association with PDN GW with IP [{pgwIp}] from {produce.short.name} [{SCGMgmtIp}] down |
| Description | This event occurs when the association with PDN GW is down due to echo request time out or it fails to send messages to PDN GW. |

Create session response failed

TABLE 633 Create session response failed event

| | |
|------------|--------------------------------|
| Event | Create session response failed |
| Event Type | createSessionResponseFailed |

TABLE 633 Create session response failed event (continued)

| Event | Create session response failed |
|--------------------------------|--|
| Event Code | 1954 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="sm_proces" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345", "ueMsisdn"="98787" "APN"="ruckus.com" "cause"="xx","pgwIp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Create Session response from PDN GW with IP {{pgwIp}} on {produce.short.name} {{SCGMgmtIp}} failed, for UE with username {{uelmsi}@{realm}} because {{cause}} |
| Description | This event occurs when create session response from PDN GW fails with a cause. |

Decode failed

TABLE 634 Decode failed event

| Event | Decode failed |
|--------------------------------|---|
| Event Type | decodeFailed |
| Event Code | 1955 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="sm_proces" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345", "ueMsisdn"="98787" "APN"="ruckus.com","pgwIp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Decode of message received from PDN GW with IP {{pgwIp}} on {produce.short.name} {{SCGMgmtIp}} failed |
| Description | This event occurs when decoding of messages received from PDN GW fails. |

Modify bearer response failed

TABLE 635 Modify bearer response failed event

| Event | Modify bearer response failed |
|--------------------------------|---|
| Event Type | modifyBearerResponseFailed |
| Event Code | 1956 |
| Severity | Major |
| Attribute | mnvold=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345" "ueMsisdn"="98787", "APN"="ruckus.com" "cause"="xx","pgwIp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Modify Bearer Response from PDN GW with IP {{pgwIp}} on {produce.short.name} {{SCGMgmtIp}} failed, for UE with username {{uelmsi}@{realm}} because {{cause}} |
| Description | This event occurs when modify bearer response from PDN GW fails with a cause. |

Delete session response failed

TABLE 636 Delete session response failed event

| Event | Delete session response failed |
|--------------------------------|--|
| Event Type | deleteSessionResponseFailed |
| Event Code | 1957 |
| Severity | Major |
| Attribute | mvnold="12 "wlanId"=1,"zoneld"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345" "ueMsisdn"="98787" "APN"="ruckus.com" "cause"="xx","pgwlp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Delete Session response from PDN GW with IP {{pgwlp}} on {produce.short.name} {{SCGMgmtIp}} failed, for UE with username {{uelmsi}@{realm}} because {{cause}} |
| Description | This event occurs when the delete session response from PDN GW fails. |

Delete bearer request failed

TABLE 637 Delete bearer request failed event

| Event | Delete bearer request failed |
|--------------------------------|--|
| Event Type | deleteBearerRequestFailed |
| Event Code | 1958 |
| Severity | Major |
| Attribute | mvnold="12 "wlanId"=1,"zoneld"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345" "ueMsisdn"="98787" "APN"="ruckus.com","cause"="<reason for failure>","pgwlp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Delete Bearer Request from PDN GW with IP {{pgwlp}} on {produce.short.name} {{SCGMgmtIp}} failed, for UE with username {{uelmsi}@{realm}} because {{cause}} |
| Description | This event occurs when the delete bearer request from PDN GW fails with decode error. |

Update bearer request failed

TABLE 638 Update bearer request failed event

| Event | Update bearer request failed |
|--------------------------------|---|
| Event Type | updateBearerRequestFailed |
| Event Code | 1959 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "uelmsi"="12345" "ueMsisdn"="98787" "APN"="ruckus.com", "cause"="<reason for failure>","pgwlp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Update bearer request from PDN GW with IP {{pgwlp}} on {produce.short.name} {{SCGMgmtIp}} failed, for UE with username {{uelmsi}@{realm}} because {{cause}} |

TABLE 638 Update bearer request failed event (continued)

| | |
|-------------|---|
| Event | Update bearer request failed |
| Description | This event occurs when the update bearer request fails with a decode error. |

CGF server not configured

TABLE 639 CGF server not configured event

| | |
|--------------------------------|---|
| Event | CGF server not configured |
| Event Type | cgfServerNotConfigured |
| Event Code | 1960 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="CIP" "realm"="wlan.3gppnetwork.org" "SCGMgmtIp"="2.2.2.2" "ueMacAddr"="aa:bb:cc:gg:hh:iii" "uelmsi"="12345" "ueMsisdn"="98787" "APN"="ruckus.com "cgfSrvrIp" = "1.1.1.1", "ggsnIp"="10.10.10.10" |
| Displayed on the web interface | CGF server IP [{cgfSrvrIp}] received from PDN GW/GGSN with IP [{ggsnIp}] on {produce.short.name} [{SCGMgmtIp}] is not configured |
| Description | This event occurs when the IP address of the charging gateway function server received from GGSN/PDNGW is not configured in the controller web interface. |

NOTE

Refer to [Gn/S2a Interface Alarms](#) on page 108.

Gr Interface Event

NOTE

This section is not applicable for vSZ-H.

Following are the events related to GR interface.

- [Destination not reachable](#) on page 317
- [Destination available](#) on page 317
- [App server down](#) on page 317
- [App server inactive](#) on page 318
- [App server active](#) on page 318
- [Association establishment failed](#) on page 318
- [Association down](#) on page 319
- [Association up](#) on page 319
- [Send auth info success](#) on page 320
- [Auth info sending failed](#) on page 320
- [GPRS location update succeeded](#) on page 320
- [GPRS location update failed](#) on page 321
- [Insert sub data success](#) on page 321

- [Insert sub data failed](#) on page 321
- [Outbound routing failure](#) on page 322
- [Did allocation failure](#) on page 322
- [Restore data success](#) on page 322
- [Restore data failed](#) on page 323

Destination not reachable

TABLE 640 Destination not reachable event

| Event | Destination not reachable |
|--------------------------------|---|
| Event Type | destNotRecheable |
| Event Code | 1618 |
| Severity | Critical |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "pointCode"="1.1.1" |
| Displayed on the web interface | Remote Point Code [{pointCode}] is unavailable |
| Description | This event occurs when the point code is unreachable due to a pause indicator |
| Auto Clearance | This event triggers the alarm 1618, which is auto cleared by the event code 1620. |

Destination available

TABLE 641 Destination available event

| Event | Destination available |
|--------------------------------|---|
| Event Type | destAvailable |
| Event Code | 1620 |
| Severity | Critical |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "pointCode"="1.1.1" |
| Displayed on the web interface | Remote Point Code [{pointCode}] is available |
| Description | This event occurs when the point code is available due to the resume indicator. |

App server down

TABLE 642 App server down event

| Event | App server down |
|------------|--|
| Event Type | appServerDown |
| Event Code | 1623 |
| Severity | Critical |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "routingContext" = "1" "pointCode"="1.1.1" "SSN" = "7" |

TABLE 642 App server down event (continued)

| Event | App server down |
|--------------------------------|--|
| Displayed on the web interface | Application Server Down, Routing Context [{routingContext}], local Point Code [{pointCode}], local SSN [{SSN}] |
| Description | This event occurs when the local application server is down from the remote IP security protocol (IPSP) or controller. |
| Auto Clearance | This event triggers the alarm 1623, which is auto cleared by the event code 1625. |

App server inactive

TABLE 643 App server inactive event

| Event | App server inactive |
|--------------------------------|--|
| Event Type | appServerInactive |
| Event Code | 1624 |
| Severity | Critical |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "routingContext" ="1" "pointCode"="1.1.1" "SSN" = "7" |
| Displayed on the web interface | Application Server Inactive, Routing Context [{routingContext}], lpcal Point Code [{pointCode}], local SSN [{SSN}] |
| Description | This event occurs when the local application server is inactive from the remote IPSP/controller. |
| Auto Clearance | This event triggers the alarm 1624, which is auto cleared by the event code 1625. |

App server active

TABLE 644 App server active event

| Event | App server active |
|--------------------------------|--|
| Event Type | appServerActive |
| Event Code | 1625 |
| Severity | Critical |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "routingContext" ="1" "pointCode"="1.1.1" "SSN" = "7" |
| Displayed on the web interface | Application Server Active, Routing Context [{routingContext}], lpcal Point Code [{pointCode}], local SSN [{SSN}] |
| Description | This event occurs when the local application server is active from the remote IPSP or signalling gateway (SG). |

Association establishment failed

TABLE 645 Association establishment failed event

| Event | Association establishment failed |
|------------|----------------------------------|
| Event Type | assocEstbFailed |
| Event Code | 1626 |

TABLE 645 Association establishment failed event (continued)

| Event | Association establishment failed |
|--------------------------------|--|
| Severity | Critical |
| Attribute | "mvnold"="3" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "srcIP"="10.1.4.10" "srcPort"="2960" "destIP"="10.1.4.20" "destPort"="2960" |
| Displayed on the web interface | Failed to establish SCTP association. SCTP Abort received from srcIP [{srcIP}], srcPort [{srcPort}], destIP[{destIP}], destPort [{destPort}] |
| Description | This event occurs when it is unable to establish an association to the controller/IPSP. |
| Auto Clearance | This event triggers the alarm 1626, which is auto cleared by the event code 1628. |

Association down

TABLE 646 Association down event

| Event | Association down |
|--------------------------------|--|
| Event Type | assocDown |
| Event Code | 1627 |
| Severity | Critical |
| Attribute | "mvnold"="3" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "srcIP"="10.1.4.10" "srcPort"="2960" "destIP"="10.1.4.20" "destPort"="2960" |
| Displayed on the web interface | SCTP association DOWN srcIP [{srcIP}], srcPort [{srcPort}], destIP[{destIP}], destPort [{destPort}] |
| Description | This event occurs when the stream control transmission protocol (SCTP) association is down. |
| Auto Clearance | This event triggers the alarm 1627, which is auto cleared by the event code 1628. |

Association up

TABLE 647 Association up event

| Event | Association up |
|--------------------------------|--|
| Event Type | assocUp |
| Event Code | 1628 |
| Severity | Critical |
| Attribute | "mvnold"="3" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "srcIP"="10.1.4.10" "srcPort"="2960" "destIP"="10.1.4.20" "destPort"="2960" |
| Displayed on the web interface | SCTP association UP. srcIP [{srcIP}], srcPort [{srcPort}], destIP[{destIP}], destPort [{destPort}] |
| Description | This event occurs when the SCTP association is UP. |

Send auth info success

TABLE 648 Send auth info success event

| Event | Send auth info success |
|--------------------------------|--|
| Event Type | sendAuthInfoSuccess |
| Event Code | 1630 |
| Severity | Debug |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "hlrInstance"="Vodafone_HLR" "uelmsi"="04844624203918" |
| Displayed on the web interface | MAP-SendAuthInfo Operation successful from IMSI [{uelmsi}] with [{hlrInstance}] |
| Description | This event occurs when authentication parameters are successfully retrieved. |

Auth info sending failed

TABLE 649 Auth info sending failed event

| Event | Auth info sending failed |
|--------------------------------|---|
| Event Type | sendAuthInfoFailed |
| Event Code | 1631 |
| Severity | Major |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "hlrInstance"="Vodafone_HLR" "uelmsi"="04844624203918" "cause"="Timeout" |
| Displayed on the web interface | MAP-SendAuthInfo Operation Failed for IMSI [{uelmsi}] with [{hlrInstance}], cause [{cause}] |
| Description | This event occurs when it fails to retrieve the authentication parameters. |

GPRS location update succeeded

TABLE 650 GPRS location update succeeded event

| Event | GPRS location update succeeded |
|--------------------------------|--|
| Event Type | updateGprsLocSuccess |
| Event Code | 1632 |
| Severity | Debug |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "hlrInstance"="Vodafone_HLR" "uelmsi"="04844624203918" |
| Displayed on the web interface | MAP-UpdateGprsLocation Operation Successful for IMSI [{uelmsi}] with [{hlrInstance}] |
| Description | This event occurs when it successfully updates the GPRS location operation. |

GPRS location update failed

TABLE 651 GPRS location update failed event

| Event | GPRS location update failed |
|--------------------------------|---|
| Event Type | updateGprsLocFailed |
| Event Code | 1633 |
| Severity | Major |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "hlrInstance"="Vodafone_HLR" "uelmsi"="04844624203918" "cause"="Timeout" |
| Displayed on the web interface | MAP-UpdateGprsLocation Operation Failed for IMSI [{uelmsi}] with [{}], cause [{}] |
| Description | This event occurs when the GPRS location update process fails. |

Insert sub data success

TABLE 652 Insert sub data success event

| Event | Insert sub data success |
|--------------------------------|--|
| Event Type | insertSubDataSuccess |
| Event Code | 1634 |
| Severity | Debug |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "hlrInstance"="Vodafone_HLR" "uelmsi"="04844624203918" |
| Displayed on the web interface | MAP-InsertSubscriberData Operation Successful for IMSI [{uelmsi}] with [{}] |
| Description | This event occurs when it successfully inserts the subscriber data operation. |

Insert sub data failed

TABLE 653 Insert sub data failed event

| Event | Insert sub data failed |
|--------------------------------|--|
| Event Type | insertSubDataFailed |
| Event Code | 1635 |
| Severity | Major |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "hlrInstance"="Vodafone_HLR" "uelmsi"="04844624203918" "cause"="ASN decode error" |
| Displayed on the web interface | MAP-InsertSubscriberData Operation Failed for IMSI [{uelmsi}] with [{}], cause [{}] |
| Description | This event occurs when it fails to insert the subscriber data operation |

Outbound routing failure

TABLE 654 Outbound routing failure event

| Event | Outbound routing failure |
|--------------------------------|---|
| Event Type | outboundRoutingFailure |
| Event Code | 1636 |
| Severity | Major |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "operation"="updateGprsLocationReq" "hlrInstance"="Vodafone_HLR" "uelmsi"="04844624203918" |
| Displayed on the web interface | Unable to route [{operation}] for IMSI [{uelmsi}] to HLR [{hlrInstance}] |
| Description | This event occurs when it is unable to route transaction capabilities application (TCAP) message to the destination. |

Did allocation failure

TABLE 655 Did allocation failure event

| Event | Did allocation failure |
|--------------------------------|--|
| Event Type | didAllocationFailure |
| Event Code | 1637 |
| Severity | Critical |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" |
| Displayed on the web interface | HIP unable to allocate new dialogue |
| Description | This event occurs when it is unable to allocate the dialogue identifier for a new transaction. This indicates an overload condition. |

Restore data success

TABLE 656 Restore data success event

| Event | Restore data success |
|--------------------------------|---|
| Event Type | restoreDataSuccess |
| Event Code | 1639 |
| Severity | Debug |
| Attribute | "mvnold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "hlrInstance"="Vodafone_HLR" "uelmsi"="04844624203918" |
| Displayed on the web interface | MAP-RestoreData Operation Successful for IMSI [{uelmsi}] with [{hlrInstance}] |
| Description | This event occurs when it successfully restores the data operation. |

Restore data failed

TABLE 657 Restore data failed event

| Event | Restore data failed |
|--------------------------------|---|
| Event Type | restoreDataFailed |
| Event Code | 1640 |
| Severity | Major |
| Attribute | "mvmold"="2" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="hip" "hlrInstance"="Vodafone_HLR" "uelmsi"="04844624203918" "cause"="Timeout" |
| Displayed on the web interface | MAP-RestoreData Operation Failed for IMSI [{uelmsi}] with [{hlrInstance}], cause [{cause}] |
| Description | This event occurs when it fails to restore the data operation. |

NOTE

Refer to [GR Interface Alarms](#) on page 114.

IPMI Events

NOTE

This section is not applicable for vSZ-H.

Following are the events related to IPMIs:

| Event | Event | Event |
|---|---|--|
| ipmiVoltage on page 323 | ipmiThempBB on page 324 | ipmiThempFP on page 324 |
| ipmiThempIOH on page 325 | ipmiThempMemP on page 325 | ipmiThempPS on page 325 |
| ipmiThempP on page 326 | ipmiThempHSBP on page 326 | ipmiFan on page 326 |
| ipmiPower on page 327 | ipmiCurrent on page 327 | ipmiFanStatus on page 327 |
| ipmiPsStatus on page 328 | ipmiDrvStatus on page 328 | ipmiREvotage on page 328 |
| ipmiREThempBB on page 329 | ipmiREThempFP on page 329 | ipmiREThempIOH on page 329 |
| ipmiREThempMemP on page 330 | ipmiREThempPS on page 330 | ipmiREThempP on page 330 |
| ipmiREThempHSBP on page 330 | ipmiREFan on page 331 | ipmiREPower on page 331 |
| ipmiRECurrent on page 331 | ipmiREFanStatus on page 332 | ipmiREPsStatus on page 332 |
| ipmiREDrvStatus on page 332 | | |

ipmiVoltage

TABLE 658 ipmiVoltage event

| Event | ipmiVoltage |
|------------|---|
| Event Type | ipmiVoltage |
| Event Code | 901 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |

TABLE 658 ipmiVoltage event (continued)

| Event | ipmiVoltage |
|--------------------------------|---|
| Displayed on the web interface | Baseboard voltage [{status}] on control plane [{nodeMac}] |
| Description | This event occurs due to under /over voltage on the control plane. Baseboard threshold temperatures are: Critical high - 66 ⁰ C Non critical high - 61 ⁰ C Non critical low - 10 ⁰ C Critical low - 5 ⁰ C |
| Auto Clearance | This event triggers the alarm 901, which is auto cleared by the event code 926. |

ipmiThempBB

TABLE 659 ipmiThempBB event

| Event | ipmiThempBB |
|--------------------------------|---|
| Event Type | ipmiThempBB |
| Event Code | 902 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Baseboard temperature [{status}] on controlplane [{nodeMac}] |
| Description | This event occurs when the baseboard temperature status is sent. Baseboard threshold temperatures are in the range of 10 ⁰ Celsius to 61 ⁰ Celsius. The default threshold is 61 ⁰ C. |
| Auto Clearance | This event triggers the alarm 902, which is auto cleared by the event code 927. |

ipmiThempFP

TABLE 660 ipmiThempFP event

| Event | ipmiThempFP |
|--------------------------------|--|
| Event Type | ipmiThempFP |
| Event Code | 903 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Front panel temperature [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the front panel temperature status is sent. Front panel threshold temperatures are in the range of 5 ⁰ Celsius to 44 ⁰ Celsius. The default threshold is 44 ⁰ C. |
| Auto Clearance | This event triggers the alarm 903, which is auto cleared by the event code 928. |

ipmiThempIOH

TABLE 661 ipmiThempIOH event

| Event | ipmiThempIOH |
|--------------------------------|--|
| Event Type | ipmiThempIOH |
| Event Code | 904 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Chipset temperature [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the chip set temperature status is sent. IOH thermal margin threshold temperatures are in the range of -20 ⁰ Celsius to 5 ⁰ Celsius. The default threshold is 5 ⁰ C. |
| Auto Clearance | This event triggers the alarm 904, which is auto cleared by the event code 929. |

ipmiThempMemP

TABLE 662 ipmiThempMemP event

| Event | ipmiThempMemP |
|--------------------------------|---|
| Event Type | ipmiThempMemP |
| Event Code | 905 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Processor [{id}] memory temperature [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the processor memory temperature status is sent. Process 1 memory thermal margin threshold temperatures are in the range of -20 ⁰ Celsius to 5 ⁰ Celsius. The default threshold is 5 ⁰ C. |
| Auto Clearance | This event triggers the alarm 905, which is auto cleared by the event code 930. |

ipmiThempPS

TABLE 663 ipmiThempPS event

| Event | ipmiThempPS |
|--------------------------------|---|
| Event Type | ipmiThempPS |
| Event Code | 906 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] temperature [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the power supply temperature status is sent. Power supply 1 and power supply 2 threshold temperatures are in the range of -20 ⁰ Celsius to 5 ⁰ Celsius. The default threshold is 5 ⁰ C. |

TABLE 663 ipmiThempPS event (continued)

| Event | ipmiThempPS |
|----------------|---|
| Auto Clearance | This event triggers the alarm 906, which is auto cleared by the event code 931. |

ipmiThempP

TABLE 664 ipmiThempP event

| Event | ipmiThempP |
|--------------------------------|--|
| Event Type | ipmiThempP |
| Event Code | 907 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Processor [{id}] temperature [{status}] on control plane [{nodeMac}] |
| Description | This event is triggered when the threshold value is in the range of 1 ⁰ to 11 ⁰ Celsius. The default threshold is 11 ⁰ C. |
| Auto Clearance | This event triggers the alarm 907, which is auto cleared by the event code 932. |

ipmiThempHSBP

TABLE 665 ipmiThempHSBP event

| Event | ipmiThempHSBP |
|--------------------------------|--|
| Event Type | ipmiThempHSBP |
| Event Code | 908 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Hot swap backplane temperature [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the hot swap back plane temperature status in the range of 9 ⁰ Celsius to 55 ⁰ Celsius. The default threshold is 55 ⁰ C. |
| Auto Clearance | This event triggers the alarm 908, which is auto cleared by the event code 933. |

ipmiFan

TABLE 666 ipmiFan event

| Event | ipmiFan |
|--------------------------------|--|
| Event Type | ipmiFan |
| Event Code | 909 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | System fan [{id}] module [{status}] on control plane [{nodeMac}] |

TABLE 666 ipmiFan event (continued)

| Event | ipmiFan |
|----------------|---|
| Description | This event occurs when the system fan module status is sent. |
| Auto Clearance | This event triggers the alarm 909, which is auto cleared by the event code 934. |

ipmiPower

TABLE 667 ipmiPower event

| Event | ipmiPower |
|--------------------------------|---|
| Event Type | ipmiPower |
| Event Code | 910 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] AC power input [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the AC power input status is sent. |
| Auto Clearance | This event triggers the alarm 910, which is auto cleared by the event code 935. |

ipmiCurrent

TABLE 668 ipmiCurrent event

| Event | ipmiCurrent |
|--------------------------------|---|
| Event Type | ipmiCurrent |
| Event Code | 911 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] +12V% of maximum current output [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the power supply and the maximum voltage output status is sent. |
| Auto Clearance | This event triggers the alarm 911, which is auto cleared by the event code 936. |

ipmiFanStatus

TABLE 669 ipmiFanStatus event

| Event | ipmiFanStatus |
|--------------------------------|---|
| Event Type | ipmiFanStatus |
| Event Code | 912 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Fan module [{id}] [{status}] on control plane [{nodeMac}] |

TABLE 669 ipmiFanStatus event (continued)

| Event | ipmiFanStatus |
|----------------|---|
| Description | This event occurs when the fan module status is sent. |
| Auto Clearance | This event triggers the alarm 912, which is auto cleared by the event code 937. |

ipmiPsStatus

TABLE 670 ipmiPsStatus event

| Event | ipmiPsStatus |
|--------------------------------|---|
| Event Type | ipmiPsStatus |
| Event Code | 913 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the power supply status is sent. |
| Auto Clearance | This event triggers the alarm 913, which is auto cleared by the event code 938. |

ipmiDrvStatus

TABLE 671 ipmiDrvStatus event

| Event | ipmiDrvStatus |
|--------------------------------|---|
| Event Type | ipmiDrvStatus |
| Event Code | 914 |
| Severity | Major |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Disk drive [{id}] [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the disk drive status is sent. |
| Auto Clearance | This event triggers the alarm 914, which is auto cleared by the event code 939. |

ipmiREVotage

TABLE 672 ipmiREVotage event

| Event | ipmiREVotage |
|--------------------------------|--|
| Event Type | ipmiREVotage |
| Event Code | 926 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Baseboard voltage [{status}] on control plane [{nodeMac}]. |

TABLE 672 ipmiREVotage event (continued)

| | |
|-------------|---|
| Event | ipmiREVotage |
| Description | This event occurs when the baseboard voltage comes back to the normal status. |

ipmiREThempBB

TABLE 673 ipmiREThempBB event

| | |
|--------------------------------|---|
| Event | ipmiREThempBB |
| Event Type | ipmiREThempBB |
| Event Code | 927 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Baseboard temperature [{status}] on control plane [{nodeMac}]. |
| Description | This event occurs when the baseboard temperature comes back to the normal status. |

ipmiREThempFP

TABLE 674 ipmiREThempFP event

| | |
|--------------------------------|---|
| Event | ipmiREThempFP |
| Event Type | ipmiREThempFP |
| Event Code | 928 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Front panel temperature [{status}] on control plane [{nodeMac}]. |
| Description | This event occurs when the front panel temperature comes back to the normal status. |

ipmiREThempIOH

TABLE 675 ipmiREThempIOH event

| | |
|--------------------------------|---|
| Event | ipmiREThempIOH |
| Event Type | ipmiREThempIOH |
| Event Code | 929 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Chipset temperature [{status}] on control plane [{nodeMac}]. |
| Description | This event occurs when the chipset temperature comes back to the normal status. |

ipmiREThempMemP

TABLE 676 ipmiREThempMemP event

| | |
|--------------------------------|--|
| Event | ipmiREThempMemP |
| Event Type | ipmiREThempMemP |
| Event Code | 930 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Processor [{id}] memory temperature [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the processor memory temperature comes back to the normal status. |

ipmiREThempPS

TABLE 677 ipmiREThempPS event

| | |
|--------------------------------|--|
| Event | ipmiREThempPS |
| Event Type | ipmiREThempPS |
| Event Code | 931 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] temperature [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the power supply temperature comes back to the normal status. |

ipmiREThempP

TABLE 678 ipmiREThempP event

| | |
|--------------------------------|---|
| Event | ipmiREThempP |
| Event Type | ipmiREThempP |
| Event Code | 932 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Processor [{id}] temperature [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the processor temperature comes back to the normal status. |

ipmiREThempHSBP

TABLE 679 ipmiREThempHSBP event

| | |
|------------|-----------------|
| Event | ipmiREThempHSBP |
| Event Type | ipmiREThempHSBP |

TABLE 679 ipmiREThempHSBP event (continued)

| | |
|--------------------------------|--|
| Event | ipmiREThempHSBP |
| Event Code | 933 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Hot swap backplane temperature [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the hot swap backplane temperature comes back to the normal status. |

ipmiREFan

TABLE 680 ipmiREFan event

| | |
|--------------------------------|---|
| Event | ipmiREFan |
| Event Type | ipmiREFan |
| Event Code | 934 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | System fan [{id}] module [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the system fan module comes back to the normal status. |

ipmiREPower

TABLE 681 ipmiREPower event

| | |
|--------------------------------|---|
| Event | ipmiREPower |
| Event Type | ipmiREPower |
| Event Code | 935 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] AC power input [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the AC power supply comes back to the normal status. |

ipmiRECurrent

TABLE 682 ipmiRECurrent event

| | |
|------------|---|
| Event | ipmiRECurrent |
| Event Type | ipmiRECurrent |
| Event Code | 936 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |

TABLE 682 ipmiRECurrent event (continued)

| Event | ipmiRECurrent |
|--------------------------------|---|
| Displayed on the web interface | Power supply [{id}] AC power input [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the AC power supply comes back to the normal status. |

ipmiREFanStatus

TABLE 683 ipmiREFanStatus event

| Event | ipmiREFanStatus |
|--------------------------------|--|
| Event Type | ipmiREFanStatus |
| Event Code | 937 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Fan module [{id}] [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the fan module comes back to the normal status. |

ipmiREPsStatus

TABLE 684 ipmiREPsStatus event

| Event | ipmiREPsStatus |
|--------------------------------|--|
| Event Type | ipmiREPsStatus |
| Event Code | 938 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Power supply [{id}] [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the power supply comes back to the normal status. |

ipmiREDrvStatus

TABLE 685 ipmiREDrvStatus event

| Event | ipmiREDrvStatus |
|--------------------------------|---|
| Event Type | ipmiREDrvStatus |
| Event Code | 939 |
| Severity | Informational |
| Attribute | "id"="x", "status"="xxxxx", "nodeMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Disk drive [{id}] [{status}] on control plane [{nodeMac}] |
| Description | This event occurs when the disk drive status comes back to the normal status. |

NOTE

Refer to [IPMI Alarms](#) on page 118.

Licensing Interface Events

Following are the events related to licensing:

- [TTG session warning threshold](#) on page 333
- [TTG session major threshold](#) on page 334
- [TTG session critical threshold](#) on page 334
- [TTG session license exhausted](#) on page 334
- [License sync succeeded](#) on page 335
- [License sync failed](#) on page 335
- [License import succeeded](#) on page 335
- [License import failed](#) on page 335
- [License data changed](#) on page 336
- [License going to expire](#) on page 336
- [Insufficient license capacity](#) on page 336
- [Data plane DHCP IP license insufficient](#) on page 337
- [Data plane NAT session license insufficient](#) on page 337
- [AP number limit exceeded](#) on page 338
- [Insufficient license capacity](#) on page 338
- [Insufficient license capacity](#) on page 338

TTG session warning threshold

NOTE

This event is not applicable for vSZ-H.

TABLE 686 TTG session warning threshold event

| Event | TTG session warning threshold |
|--------------------------------|--|
| Event Type | ttgSessionWarningThreshold |
| Event Code | 1240 |
| Severity | Warning |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut/lic" |
| Displayed on the web interface | The licensed sessions of {produce.short.name} [{SCGMgmtIp}] have reached warning level. |
| Description | This event occurs when the number of user equipment attached to the system has reached the critical threshold limit. |

TTG session major threshold

NOTE

This event is not applicable for vSZ-H.

TABLE 687 TTG session major threshold event

| Event | TTG session major threshold |
|--------------------------------|---|
| Event Type | ttgSessionMajorThreshold |
| Event Code | 1241 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut/lic" |
| Displayed on the web interface | The licensed sessions of {produce.short.name} [{{SCGMgmtIp}}] have reached major level. |
| Description | This event occurs when the number of user equipment attached to the system has reached the major threshold limit. |

TTG session critical threshold

NOTE

This event is not applicable for vSZ-H.

TABLE 688 TTG session critical threshold event

| Event | TTG session critical threshold |
|--------------------------------|--|
| Event Type | ttgSessionCriticalThreshold |
| Event Code | 1242 |
| Severity | Critical |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut/lic" |
| Displayed on the web interface | The licensed sessions of {produce.short.name} [{{SCGMgmtIp}}] have reached critical level. |
| Description | This event occurs when the number of user equipment attached to the system has reached the critical threshold limit. |

TTG session license exhausted

NOTE

This event is not applicable for vSZ-H.

TABLE 689 TTG session license exhausted event

| Event | TTG session license exhausted |
|--------------------------------|--|
| Event Type | ttgSessionLicenseExhausted |
| Event Code | 1243 |
| Severity | Critical |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="aut/lic" |
| Displayed on the web interface | The licensed of {produce.short.name} [{{SCGMgmtIp}}] have been exhausted for all sessions. |
| Description | This event occurs when the number of user equipment attached to the system has exceeded the license limit. |

License sync succeeded

TABLE 690 License sync succeeded event

| Event | License sync succeeded |
|--------------------------------|---|
| Event Type | licenseSyncSuccess |
| Event Code | 1250 |
| Severity | Informational |
| Attribute | "nodeName"="xxxxxxx", "licenseServerName"="ruckuswireless.flexeraoperation.com" |
| Displayed on the web interface | Node [{nodeName}] sync-up license with license server [{licenseServerName}] succeeded. |
| Description | This event occurs when the controller successfully synchronizes the license data with the license server. |

License sync failed

TABLE 691 License sync failed event

| Event | License sync failed |
|--------------------------------|--|
| Event Type | licenseSyncFail |
| Event Code | 1251 |
| Severity | Warning |
| Attribute | "nodeName"="xxxxxxx", "licenseServerName"="ruckuswireless.flexeraoperation.com" |
| Displayed on the web interface | Node [{nodeName}] sync-up license with license server [{licenseServerName}] failed. |
| Description | This event occurs when the controller fails to synchronize the license data with the license server. |

License import succeeded

TABLE 692 License import succeeded event

| Event | License import succeeded |
|--------------------------------|---|
| Event Type | licenseImportSuccess |
| Event Code | 1252 |
| Severity | Informational |
| Attribute | "nodeName"="xxxxxxx", |
| Displayed on the web interface | Node [{nodeName}] import license data succeeded. |
| Description | This event occurs when the controller successfully imports the license data |

License import failed

TABLE 693 License import failed event

| Event | License import failed |
|------------|-----------------------|
| Event Type | licenseImportFail |

TABLE 693 License import failed event (continued)

| Event | License import failed |
|--------------------------------|---|
| Event Code | 1253 |
| Severity | Warning |
| Attribute | "nodeName"="xxxxxxx", |
| Displayed on the web interface | Node [{nodeName}] import license data failed. |
| Description | This event occurs when the controller fails to imports the license data |

License data changed

TABLE 694 License data changed event

| Event | License data changed |
|--------------------------------|---|
| Event Type | licenseChanged |
| Event Code | 1254 |
| Severity | Informational |
| Attribute | "nodeName"="xxxxxxx", |
| Displayed on the web interface | Node [{nodeName}] license data has been changed. |
| Description | This event occurs when the controller license data is modified. |

License going to expire

TABLE 695 License going to expire event

| Event | License going to expire |
|--------------------------------|--|
| Event Type | licenseGoingToExpire |
| Event Code | 1255 |
| Severity | Major |
| Attribute | "nodeName"="xxx", "licenseType"=" xxx" |
| Displayed on the web interface | The [{licenseType}] on node [{nodeName}] will expire on [{associationTime}]. |
| Description | This event occurs when the validity of the license is going to expire. |

Insufficient license capacity

TABLE 696 Insufficient license capacity event

| Event | Insufficient license capacity |
|--------------------------------|--|
| Event Type | apConnectionTerminatedDueToInsufficientLicense |
| Event Code | 1256 |
| Severity | Major |
| Attribute | "licenseType"=" xxx" |
| Displayed on the web interface | Insufficient [{licenseType}] license is detected and it will cause existing AP connections to terminate. |

TABLE 696 Insufficient license capacity event (continued)

| Event | Insufficient license capacity |
|-------------|---|
| Description | This event occurs when connected APs are rejected due to insufficient licenses. |

NOTE

Refer to [Licensing Alarms](#) on page 125.

Data plane DHCP IP license insufficient

NOTE

This event is not applicable for SZ300/SZ100.

TABLE 697 Data plane DHCP IP license insufficient event

| Event | Data plane DHCP IP license insufficient |
|--------------------------------|--|
| Event Type | dpDhcpIpLicenseNotEnough |
| Event Code | 1277 |
| Severity | Major |
| Attribute | "totalLicenseCnt"="1234567890", "consumedLicenseCnt"="1234567890", "availableLicenseCnt"="1234567890" |
| Displayed on the web interface | This event occurs when Data Plane DHCP IP license insufficient. (total <code>{{totalLicenseCnt}}</code> , consumed <code>{{consumedLicenseCnt}}</code> , available <code>{{availableLicenseCnt}}</code>) |
| Description | This event occurs when the data plane DHCP IP address license is insufficient. |

Data plane NAT session license insufficient

NOTE

This event is not applicable for SZ300/SZ100.

TABLE 698 Data plane NAT session license insufficient event

| Event | Data plane NAT session license insufficient |
|--------------------------------|--|
| Event Type | dpNatSessionLicenseNotEnough |
| Event Code | 1278 |
| Severity | Major |
| Attribute | "totalLicenseCnt"="1234567890", "consumedLicenseCnt"="1234567890", "availableLicenseCnt"="1234567890" |
| Displayed on the web interface | This event occurs when Data Plane NAT session license insufficient. (total <code>{{totalLicenseCnt}}</code> , consumed <code>{{consumedLicenseCnt}}</code> , available <code>{{availableLicenseCnt}}</code>) |
| Description | This event occurs when the data plane NAT session license is insufficient. |

AP number limit exceeded

TABLE 699 AP number limit exceeded event

| Event | AP number limit exceeded |
|--------------------------------|--|
| Event Type | apConnectionTerminatedDueToInsufficientLicense |
| Event Code | 1280 |
| Severity | Major |
| Attribute | "licenseType"=" xxx" |
| Displayed on the web interface | Insufficient [{licenseType}] license is detected and it will cause existing AP connections to terminate. |
| Description | This event occurs when an approved AP is rejected due to number of APs having exceeded the limit. |

Insufficient license capacity

TABLE 700 Insufficient license capacity event

| Event | Insufficient license capacity |
|--------------------------------|--|
| Event Type | urlFilteringLicenseInsufficient |
| Event Code | 1281 |
| Severity | Major |
| Attribute | "licenseType"=" xxx" |
| Displayed on the web interface | Insufficient [{licenseType}] licenses have been detected, which will cause the URL Filtering feature to be disabled. |
| Description | This event occurs when the number of the APs exceeds the number of URL filtering licenses purchased. |

Insufficient license capacity

TABLE 701 Insufficient license capacity event

| Event | Insufficient license capacity |
|--------------------------------|--|
| Event Type | switchConnectionTerminatedDueToInsufficientLicense |
| Event Code | 1289 |
| Severity | Major |
| Attribute | "licenseType"=" xxx" |
| Displayed on the web interface | Insufficient [{licenseType}] license is detected and it will cause existing switch connections to terminate. |
| Description | This event occurs when some connected switches were rejected due to insufficient license capacity. |

Location Delivery Events

NOTE

This section is not applicable for vSZ-H.

Following are the events related to location delivery.

- [Unavailable location info requested](#) on page 339
- [Incapable location info requested](#) on page 339
- [Unsupported location delivery request](#) on page 339

Unavailable location info requested

TABLE 702 Unavailable location info requested event

| Event | Unavailable location info requested |
|--------------------------------|---|
| Event Type | unavailableLocInfoRequested |
| Event Code | 1655 |
| Severity | Debug |
| Attribute | "mvnold"=12, "wlanId"=1, "zoneId"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="radiusd", "realm"="operator realm", "radSrvrIp"="1.1.1.1", "requestedInfo"="target location geo location, etc", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | AAA [{radSrvrIp}] requests [{requestedInfo}] that is not available with {produce.short.name}{SCGMgmtIp} |
| Description | This event occurs when the AAA server requests for the location information, which is not available at the controller. For example, the AAA server requests for the target location even after the controller communicating that it can only support NAS locations. |

Incapable location info requested

TABLE 703 Incapable location info requested event

| Event | Incapable location info requested |
|--------------------------------|--|
| Event Type | incapableLocInfoRequested |
| Event Code | 1656 |
| Severity | Debug |
| Attribute | "mvnold"=12, "wlanId"=1, "zoneId"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radius" "realm"="operator realm", "radSrvrIp"="1.1.1.1", "requestedInfo"="target location geo location, etc", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | AAA [{radSrvrIp}] requests [{requestedInfo}] that is not advertised by {produce.short.name}{SCGMgmtIp} |
| Description | This event occurs when the AAA server requests for location information though the controller does not advertise that it is capable of delivering the location information. |

Unsupported location delivery request

TABLE 704 Unsupported location delivery request event

| Event | Unsupported location delivery request |
|------------|---------------------------------------|
| Event Type | unSupportedLocDeliveryRequest |
| Event Code | 1657 |

TABLE 704 Unsupported location delivery request event (continued)

| Event | Unsupported location delivery request |
|--------------------------------|--|
| Severity | Debug |
| Attribute | "mvpnId"=12, "wlanId"=1, "zoneId"="10", "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="radius" "realm"="operator realm", "radSrvrIp"="1.1.1.1" "requestedMethod"="out of band initial request, etc" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | AAA [{radSrvrIp}] requests [{requestedInfo}] that is not supported by {produce.short.name} [{SCGMgmtIp]}. |
| Description | This event occurs when the AAA server requests for a delivery method that is not supported by the controller. |

PMIPv6 Events

NOTE

This section is not applicable for vSZ-H.

Following are the events related to PMIPv6.

- [Config update failed](#) on page 340
- [LMA ICMP reachable](#) on page 340
- [LMA server unreachable](#) on page 341
- [DHCP connected](#) on page 341
- [DHCP connection lost](#) on page 341

Config update failed

TABLE 705 Config update failed event

| Event | Config update failed |
|--------------------------------|--|
| Event Type | updateCfgFailed |
| Event Code | 5004 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2", "cause"="reason" |
| Displayed on the web interface | Failed to apply configuration [{cause}] in PMIPv6 process at {produce.short.name} [{SCGMgmtIp}] |
| Description | This event occurs when the PMIPv6 receives an error or negative acknowledgment or improper/incomplete information from D-bus client. |

LMA ICMP reachable

TABLE 706 LMA ICMP reachable event

| Event | LMA ICMP reachable |
|------------|--------------------|
| Event Type | lmaIcmpReachable |
| Event Code | 5005 |

TABLE 706 LMA ICMP reachable event (continued)

| Event | LMA ICMP reachable |
|--------------------------------|--|
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff","SCGMgmtIp"="2.2.2.2","lmalp"="1.1.1.1" |
| Displayed on the web interface | [[lmalp]] ICMP reachable on {produce.short.name} [[SCGMgmtIp]] |
| Description | This event occurs when the PMIPv6 daemon connects to the local mobility anchor (LMA) server through the internet control message protocol (ICMP) packet. |

LMA server unreachable

TABLE 707 LMA server unreachable event

| Event | LMA server unreachable |
|--------------------------------|---|
| Event Type | lmaHbUnreachable |
| Event Code | 5007 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff","SCGMgmtIp"="2.2.2.2","lmalp"="1.1.1.1" |
| Displayed on the web interface | [[lmalp]] fail have been detected on {produce.short.name} [[SCGMgmtIp]] |
| Description | This event occurs when the PMIPv6 daemon detects either restart or failure of the LMA server. |

DHCP connected

TABLE 708 DHCP connected event

| Event | DHCP connected |
|--------------------------------|--|
| Event Type | connectedToDHCP |
| Event Code | 5101 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff","SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | PMIPv6 process connect to DHCP server successfully on {produce.short.name} [[SCGMgmtIp]] |
| Description | This event occurs when the PMIPv6 completes the configuration procedure successfully. |

DHCP connection lost

TABLE 709 DHCP connection lost event

| Event | DHCP connection lost |
|------------|--|
| Event Type | lostCnxnToDHCP |
| Event Code | 5102 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff","SCGMgmtIp"="2.2.2.2" |

TABLE 709 DHCP connection lost event (continued)

| Event | DHCP connection lost |
|--------------------------------|---|
| Displayed on the web interface | PMIPv6 process cannot connect to DHCP server on {produce.short.name} [{{SCGMgmtIp}} |
| Description | This event occurs when the connection between PMIPv6 process and DHCP server is lost. |
| Auto Clearance | This event triggers the alarm 5102, which is auto cleared by the event code 5101. |

NOTE

Refer to [PMIPv6 Alarms](#) on page 128.

SCI Events

Following are the events related to SCI (Small Cell Insight).

- [Connect to SCI](#) on page 342
- [Disconnect to SCI](#) on page 342
- [Connect to SCI failure](#) on page 343
- [SCI has been disabled](#) on page 343
- [SCI and FTP have been disabled](#) on page 343

Connect to SCI

TABLE 710 Connect to SCI event

| Event | Connect to SCI |
|--------------------------------|--|
| Event Type | connectedToSci |
| Event Code | 4001 |
| Severity | Informational |
| Attribute | "id"="SCI Server","ip"="2.2.2.2","port"="8883","userName"="admin" |
| Displayed on the web interface | Connect to SCI with system id [{{id}},address [{{ip}}:{{port}}] and login user [{{userName}}]. |
| Description | This event occurs when the controller connects to SCI. |

Disconnect to SCI

TABLE 711 Disconnect to SCI event

| Event | Disconnect to SCI (Smart Cell Insight) |
|--------------------------------|--|
| Event Type | disconnectedFromSci |
| Event Code | 4002 |
| Severity | Warning |
| Attribute | id="SCI Server","ip"="2.2.2.2","port"="8883","userName"="admin" |
| Displayed on the web interface | Disconnect to SCI with system id [{{id}}, address [{{ip}}:{{port}}] and login user [{{userName}}]. |
| Description | This event occurs when the controller disconnects from SCI. |

Connect to SCI failure

TABLE 712 Connect to SCI failure event

| Event | Connect to SCI failure (Smart Cell Insight) |
|--------------------------------|--|
| Event Type | connectToSciFailure |
| Event Code | 4003 |
| Severity | Major |
| Displayed on the web interface | Try to connect to SCI with all SCI profiles but failure. |
| Description | This event occurs when the controller tries connecting to SCI with its profiles but fails. |
| Auto Clearance | This event triggers the alarm 4003, which is auto cleared by the event code 4002. |

SCI has been disabled

TABLE 713 SCI has been disabled event

| Event | SCI has been disabled |
|--------------------------------|--|
| Event Type | disabledSciDueToUpgrade |
| Event Code | 4004 |
| Severity | Warning |
| Displayed on the web interface | SCI has been disabled due to SZ upgrade, please reconfigure SCI if need |
| Description | This event occurs when SCI is disabled due to the controller upgrade. This could require reconfiguration of SCI. |

SCI and FTP have been disabled

TABLE 714 SCI and FTP have been disabled event

| Event | SCI and FTP have been disabled |
|--------------------------------|--|
| Event Type | disabledSciAndFtpDueToMutuallyExclusive |
| Event Code | 4005 |
| Severity | Warning |
| Displayed on the web interface | SCI and FTP have been disabled. It is recommended to enable SCI instead of FTP |
| Description | This event occurs when the SCI and FTP are disabled. |

NOTE

Refer to [SCI Alarms](#) on page 130.

Session Events

Following are the events related to session interface (UE TTG sessions)

- [Session timeout](#) on page 344

- [Delete all sessions](#) on page 344
- [Binding succeeded](#) on page 345
- [Binding failed](#) on page 345
- [Binding time expired](#) on page 345
- [Binding revoked](#) on page 346
- [Binding released](#) on page 346

Session timeout

NOTE

This event is not applicable for vSZ-H.

TABLE 715 Session timeout event

| Event | Session timeout |
|--------------------------------|---|
| Event Type | sessTimeout |
| Event Code | 1235 |
| Severity | Debug |
| Attribute | "mvnoid"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="wlan.3gppnetwork.org" "ueMacAddr"="bb:aa:dd:dd:ee:ff" "cause"="Session Timeout" "SCGMgmtIp"="2.2.2.2" "ueImei"="12345","ueMsisdn"="98787" |
| Displayed on the web interface | Session for UE with IMSI [{{ueImei}}] and MSISDN [{{ueMsisdn}}] got deleted due to Session Timeout on {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when a session is deleted due to a timeout specified by the AAA server. |

Delete all sessions

TABLE 716 Delete all sessions event

| Event | Delete all sessions |
|--------------------------------|---|
| Event Type | delAllSess |
| Event Code | 1237 |
| Severity | Minor |
| Attribute | "mvnoid"="NA" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="aut" "realm"="NA" "cause"="Admin Delete" "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | All sessions got terminated on {produce.short.name} [{{SCGMgmtIp}}] due to [{{cause}}] |
| Description | This event occurs when all sessions are deleted based on the indicators received from the controller web interface or CLI. |

Binding succeeded

NOTE

This event is not applicable for vSZ-H.

TABLE 717 Binding succeeded event

| Event | Binding succeeded |
|--------------------------------|---|
| Event Type | bindingSuccess |
| Event Code | 5009 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "SCGMgmtIp"="2.2.2.2" "lmaIp"="1.1.1.1" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "ueIpAddr"="5.5.5.5" "dataBladeIp"="3.3.3.3" |
| Displayed on the web interface | [[ueMacAddr]] UE binding update successful on {produce.short.name}-D [[dataBladeIp]], and get IP address: [[ueIpAddr]] from LMA: [[lmaIp]] |
| Description | This event occurs when the mobile node binding update is successful. |

Binding failed

NOTE

This event is not applicable for vSZ-H.

TABLE 718 Binding failed event

| Event | Binding failed |
|--------------------------------|---|
| Event Type | bindingFailure |
| Event Code | 5010 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "SCGMgmtIp"="2.2.2.2" "lmaIp"="1.1.1.1" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "dataBladeIp"="3.3.3.3" "ueIpAddr"="5.5.5.5" "cause"="failure cause" |
| Displayed on the web interface | Binding for [[ueMacAddr]] UE binding update failure on {produce.short.name}-D [[dataBladeIp]]. Failure Cause [[cause]]. |
| Description | This event occurs when mobile node binding update fails. |
| Auto Clearance | This event triggers the alarm 5010, which is auto cleared by the event code 5009. |

Binding time expired

NOTE

This event is not applicable for vSZ-H.

TABLE 719 Binding time expired event

| Event | Binding time expired |
|------------|----------------------|
| Event Type | bindingExpired |
| Event Code | 5011 |
| Severity | Debug |

TABLE 719 Binding time expired event (continued)

| Event | Binding time expired |
|--------------------------------|---|
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2" "lmaIp"="1.1.1.1", "ueMacAddr"="aa:bb:cc:gg:hh:ii" "dataBladeIp"="3.3.3.3" "ueIpAddr"="5.5.5.5" |
| Displayed on the web interface | {{ueMacAddr}} UE Binding expired on {produce.short.name}-D {{dataBladeIp}} |
| Description | This event occurs when the binding expires. |

Binding revoked

NOTE

This event is not applicable for vSZ-H.

TABLE 720 Binding revoked event

| Event | Binding revoked |
|--------------------------------|---|
| Event Type | bindingRevoked |
| Event Code | 5012 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "SCGMgmtIp"="2.2.2.2" "lmaIp"="1.1.1.1" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "dataBladeIp"="3.3.3.3" "ueIpAddr"="5.5.5.5" |
| Displayed on the web interface | {{ueMacAddr}} UE Binding have been revoked on {produce.short.name}-D {{dataBladeIp}} |
| Description | This event occurs when the binding is revoked on the controller. |

Binding released

NOTE

This event is not applicable for vSZ-H.

TABLE 721 Binding released event

| Event | Binding released |
|--------------------------------|---|
| Event Type | bindingReleased |
| Event Code | 5013 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "SCGMgmtIp"="2.2.2.2" "lmaIp"="1.1.1.1" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "dataBladeIp"="3.3.3.3" "ueIpAddr"="5.5.5.5" |
| Displayed on the web interface | {{ueMacAddr}} UE Binding have been released on {produce.short.name}-D {{dataBladeIp}} |
| Description | This event occurs when some mobile node binding are released. |

NOTE

Refer to [Session Alarms](#) on page 131.

STA Interface Events

NOTE

This section is not applicable for vSZ-H.

Following are the events related to STA interface.

- [STA successful authentication](#) on page 347
- [STA session termination {produce.short.name} initiated success](#) on page 347
- [STA session termination AAA initiated success](#) on page 348
- [STA session termination AAA initiated failed](#) on page 348
- [STA re-authorization successful](#) on page 348

STA successful authentication

TABLE 722 STA successful authentication event

| Event | STA successful authentication |
|--------------------------------|--|
| Event Type | staSuccessfulAuthentication |
| Event Code | 1550 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", mvnold"=12, "srcProcess"="STA", "uelmsi"="12345", "ueUsername"="98787", "SCGMgmtIp"="2.2.2.2", "aaaSrvrIp"="1.1.1.1" |
| Displayed on the web interface | [[srcProcess]] Auth of [[uelmsi]]/[[ueUsername]] on {produce.short.name} [[SCGMgmtIp]] with AAA server [[aaaSrvrIp]] Successful |
| Description | This event occurs when the authentication procedure with external 3GPP AAA server is successful. The diameter EAP request (DER) is received from the 3GPP AAA server with result code as successful. |

STA session termination {produce.short.name} initiated success

TABLE 723 STA session termination {produce.short.name} initiated success event

| Event | STA session termination {produce.short.name} initiated success |
|--------------------------------|---|
| Event Type | staSessionTermSCGInitSuccess |
| Event Code | 1554 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", mvnold"=12, "srcProcess"="STA", "realm"= "wlan.mnc080.mcc405.3gppnetwork.org", "uelmsi"="12345", "ueUsername"="98787", "SCGMgmtIp"="2.2.2.2", "aaaSrvrIp"="1.1.1.1" |
| Displayed on the web interface | [[srcProcess]] session termination of [[uelmsi]]/[[ueUsername]] on {produce.short.name} [[SCGMgmtIp]] with 3GPP AAA [[aaaSrvrIp]] successful |
| Description | This event occurs when the controller initiated session termination-r (STR) is received and successfully terminated by the STA interface. |

STA session termination AAA initiated success

TABLE 724 STA session termination AAA initiated success event

| Event | STA session termination AAA initiated success |
|--------------------------------|---|
| Event Type | staSessionTermAAAINitSucess |
| Event Code | 1555 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", mvnold"=12, "srcProcess"="STA", "realm"= "wlan.mnc080.mcc405.3gppnetwork.org", "uelmsi"="12345", "ueUsername"="98787", "SCGMgmtIp"="2.2.2.2", "aaaSrvrIp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Session Termination of {{uelmsi}}/{{ueUsername}} on {produce.short.name} {{SCGMgmtIp}} from 3GPP AAA {{aaaSrvrIp}} successful. AS-R request from AAA |
| Description | This event occurs when the controller receives and successfully terminates the abort session request (ASR) initiated by the 3GPP AAA server. |

STA session termination AAA initiated failed

TABLE 725 STA session termination AAA initiated failed event

| Event | STA session termination AAA initiated failed |
|--------------------------------|---|
| Event Type | staSessionTermAAAINitFailed |
| Event Code | 1556 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", mvnold"=12, "srcProcess"="STA", "realm"= "wlan.mnc080.mcc405.3gppnetwork.org", "uelmsi"="12345", "ueUsername"="98787", "SCGMgmtIp"="2.2.2.2", "aaaSrvrIp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Session Termination of {{uelmsi}}/{{ueUsername}} on {produce.short.name} {{SCGMgmtIp}} from 3GPP AAA {{aaaSrvrIp}} failed. AS-R request from AAA |
| Description | This event occurs when the controller does not receive the abort session request initiated by the 3GPP AAA server. |

STA re-authorization successful

TABLE 726 STA re-authorization successful event

| Event | STA re-authorization successful |
|--------------------------------|---|
| Event Type | staReAuthSuccess |
| Event Code | 1557 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", mvnold"=12, "srcProcess"="STA", "realm"= "wlan.mnc080.mcc405.3gppnetwork.org", "uelmsi"="12345", "ueUsername"="98787", "SCGMgmtIp"="2.2.2.2", "aaaSrvrIp"="1.1.1.1" |
| Displayed on the web interface | {{srcProcess}} Re-Auth of {{uelmsi}}/{{ueUsername}} on {produce.short.name} {{SCGMgmtIp}} from 3GPP AAA {{aaaSrvrIp}} successful |
| Description | This event occurs when the 3GPP AAA initiated reauthorization re-auth request (RAR) is successful. |

System Events

Following are the events with the system log severity:

NOTE

{produce.short.name} refers to controller.

| Event | Event | Event |
|---|--|---|
| No LS responses on page 349 | LS authentication failure on page 350 | {produce.short.name} connected to LS on page 350 |
| {produce.short.name} failed to connect to LS on page 350 | {produce.short.name} received passive request on page 351 | {produce.short.name} sent controller information report on page 351 |
| {produce.short.name} received management request on page 351 | {produce.short.name} sent AP info by venue report on page 352 | {produce.short.name} sent associated client report on page 352 |
| {produce.short.name} forwarded calibration request to AP on page 352 | {produce.short.name} forwarded calibration request to AP on page 352 | {produce.short.name} forwarded footfall request to AP on page 353 |
| {produce.short.name} received unrecognized request on page 353 | Syslog server reachable on page 353 | Syslog server unreachable on page 354 |
| Syslog server switched on page 354 | Generate AP config for plane load rebalance succeeded on page 354 | Generate AP config for plane load rebalance failed on page 355 |
| FTP transfer on page 355 | FTP transfer error on page 355 | CSV export FTP transfer on page 356 |
| CSV export FTP transfer error on page 356 | CSV export FTP transfer maximum retry on page 356 | CSV export disk threshold exceeded on page 357 |
| CSV export disk max capacity reached on page 357 | CSV export disk threshold back to normal on page 357 | File upload on page 357 |
| Email sent successfully on page 358 | Email sent failed on page 358 | SMS sent successfully on page 358 |
| SMS sent failed on page 359 | Process restart on page 359 | Service unavailable on page 359 |
| Keepalive failure on page 360 | Resource unavailable on page 360 | HIP started on page 360 |
| HIP stopped on page 361 | Standby HIP restarted on page 361 | HIP cache cleaned on page 362 |
| All data planes in the zone affinity profile are disconnected on page 362 | CALEA UE Matched on page 362 | Diameter peer transport failure on page 363 |
| Diameter CER error on page 363 | Diameter CER success on page 364 | Diameter invalid version on page 364 |
| Diameter peer add successful on page 365 | ZD AP migrating on page 365 | ZD AP migrated on page 365 |
| ZD AP rejected on page 366 | ZD AP migration failed on page 366 | Database error on page 366 |
| Recover cassandra error on page 367 | Process initiated on page 367 | PMIPv6 unavailable on page 367 |
| Memory allocation failed on page 368 | Process stopped on page 368 | SZ Login Fail on page 368 |
| SZ Login on page 369 | SZ Logout on page 369 | Password expiration on page 369 |
| Admin account lockout on page 369 | Admin session expired on page 370 | Disable inactive admins on page 370 |
| Two factor auth failed on page 370 | Unconfirmed program detection on page 371 | |

No LS responses

TABLE 727 No LS responses event

| Event | No LS responses |
|------------|------------------|
| Event Type | scgLBSNoResponse |
| Event Code | 721 |
| Severity | Major |

TABLE 727 No LS responses event (continued)

| Event | No LS responses |
|--------------------------------|---|
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="", "SCGMgmtIp"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] no response from LS: url={url}, port={port} |
| Description | This event occurs when the controller does not get a response while connecting to the location based service. |

LS authentication failure

TABLE 728 LS authentication failure event

| Event | LS authentication failure |
|--------------------------------|--|
| Event Type | scgLBSAuthFailed |
| Event Code | 722 |
| Severity | Major |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="", "SCGMgmtIp"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] authentication failed: url={url}, port={port} |
| Description | This event occurs due to the authentication failure on connecting to the location based service. |

{produce.short.name} connected to LS

TABLE 729 {produce.short.name} connected to LS event

| Event | {produce.short.name} connected to LS |
|--------------------------------|--|
| Event Type | scgLBSConnectSuccess |
| Event Code | 723 |
| Severity | Informational |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="", "SCGMgmtIp"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] connected to LS: url={url}, port={port} |
| Description | This event occurs when the controller successfully connects to the location based service. |

{produce.short.name} failed to connect to LS

TABLE 730 {produce.short.name} failed to connect to LS event

| Event | {produce.short.name} failed to connect to LS |
|--------------------------------|--|
| Event Type | scgLBSConnectFailed |
| Event Code | 724 |
| Severity | Major |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "url"="", "port"="", "SCGMgmtIp"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] connection failed to LS: url={url}, port={port} |

TABLE 730 {produce.short.name} failed to connect to LS event (continued)

| | |
|----------------|--|
| Event | {produce.short.name} failed to connect to LS |
| Description | This event occurs when the controller failed to connect to the location based service. |
| Auto Clearance | This event triggers the alarm 724, which is auto cleared by the event code 723. |

{produce.short.name} received passive request

TABLE 731 {produce.short.name} received passive request event

| | |
|--------------------------------|--|
| Event | {produce.short.name} received passive request |
| Event Type | scgLBSSStartLocationService |
| Event Code | 725 |
| Severity | Informational |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx:", "type"="", "venue"="", "SCGMgmtIp"="", "band"="" |
| Displayed on the web interface | SmartZone [{SCGMgmtIp}] received Passive Request, band=[{band}], type=[{type}] |
| Description | This event occurs when the controller receives a passive request. |

{produce.short.name} sent controller information report

TABLE 732 {produce.short.name} sent controller information report event

| | |
|--------------------------------|--|
| Event | {produce.short.name} sent controller information report |
| Event Type | scgLBSSentControllerInfo |
| Event Code | 727 |
| Severity | Informational |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "api"="", "sw"="", "clusterName"="", "SCGMgmtIp"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] sent Controller Info Report: mac =[{mac}], api=[{api}], sw=[{sw}], clusterName =[{clusterName}] |
| Description | This event occurs when the controller sends the controller information report. |

{produce.short.name} received management request

TABLE 733 {produce.short.name} received management request event

| | |
|--------------------------------|--|
| Event | {produce.short.name} received management request |
| Event Type | scgLBSRcvdMgmtRequest |
| Event Code | 728 |
| Severity | Informational |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "venue"="", "type"="", "SCGMgmtIp"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] received Management Request: venue=[{venue}], type=[{type}] |
| Description | This event occurs when the controller receives the management request. |

{produce.short.name} sent AP info by venue report

TABLE 734 {produce.short.name} sent AP info by venue report event

| | |
|--------------------------------|--|
| Event | {produce.short.name} sent AP info by venue report |
| Event Type | scgLBSSendAPInfobyVenueReport |
| Event Code | 729 |
| Severity | Informational |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "venue"="", "count"="", "SCGMgmtIp"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] sent AP Info by Venue Report: venue=[{venue}], count =[{count}] |
| Description | This event occurs when the controller sends the venue report regarding AP information. |

{produce.short.name} sent query venues report

TABLE 735 {produce.short.name} sent query venues report event

| | |
|--------------------------------|--|
| Event | {produce.short.name} sent query venues report |
| Event Type | scgLBSSendVenuesReport |
| Event Code | 730 |
| Severity | Informational |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "count"="", "SCGMgmtIp"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] sent Query Venues Report: count=[{count}] |
| Description | This event occurs when the controller sends the query venue report. |

{produce.short.name} sent associated client report

TABLE 736 {produce.short.name} sent associated client report event

| | |
|--------------------------------|---|
| Event | {produce.short.name} sent associated client report |
| Event Type | scgLBSSendClientInfo |
| Event Code | 731 |
| Severity | Informational |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "count"="", "SCGMgmtIp"="", "type"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] sent Associated Client Report: count=[{count}], type= [{type}] |
| Description | This event occurs when the controller sends the associated client report. |

{produce.short.name} forwarded calibration request to AP

TABLE 737 {produce.short.name} forwarded calibration request to AP event

| | |
|------------|--|
| Event | {produce.short.name} forwarded calibration request to AP |
| Event Type | scgLBSFwdPassiveCalReq |
| Event Code | 732 |
| Severity | Informational |

TABLE 737 {produce.short.name} forwarded calibration request to AP event (continued)

| Event | {produce.short.name} forwarded calibration request to AP |
|--------------------------------|---|
| Attribute | "ctrlBladeMac"="xx:xx:xx:xx:xx:xx", "SCGMgmtIp"="", "apMac"="xx:xx:xx:xx:xx:xx", "venue"="", "interval"="", "duration"="", "band"="", "count"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] forward Passive Calibration Request to [{apName&&apMac}]: venue= [{venue}], interval= [{interval}], duration= [{duration}], band= [{band}], count= [{count}] |
| Description | This event occurs when the controller sends a forward calibration request to the AP on its reconnection to the controller. |

{produce.short.name} forwarded footfall request to AP

TABLE 738 {produce.short.name} forwarded footfall request to AP event

| Event | {produce.short.name} forwarded footfall request to AP |
|--------------------------------|--|
| Event Type | scgLBSFwdPassiveFFReq |
| Event Code | 733 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="xx:xx:xx:xx:xx:xx", "SCGMgmtIp"="", "apMac"="xx:xx:xx:xx:xx:xx", "venue"="", "interval"="", "duration"="", "band"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] forward Passive Footfall Request to [{apName&&apMac}]: venue= [{venue}], interval= [{interval}], duration= [{duration}], band= [{band}] |
| Description | This event occurs when the controller sends a forward footfall request to the AP on its reconnection to the controller. |

{produce.short.name} received unrecognized request

TABLE 739 {produce.short.name} received unrecognized request event

| Event | {produce.short.name} received unrecognized request |
|--------------------------------|---|
| Event Type | scgLBSRcvdUnrecognizedRequest |
| Event Code | 734 |
| Severity | Warning |
| Attribute | "ctrlBladeMac"="xx:xx:xx:xx:xx:xx", "type"="", "length"="", "SCGMgmtIp"="" |
| Displayed on the web interface | {produce.short.name} [{SCGMgmtIp}] received Unrecognized: length = [{length}] |
| Description | This event occurs when the controller receives an unrecognized request. |

Syslog server reachable

TABLE 740 Syslog server reachable event

| Event | Syslog server reachable |
|------------|-------------------------|
| Event Type | syslogServerReachable |
| Event Code | 750 |
| Severity | Informational |

TABLE 740 Syslog server reachable event (continued)

| Event | Syslog server reachable |
|--------------------------------|---|
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "syslogServerAddress"="xxx.xxx.xxxx.xxx" |
| Displayed on the web interface | Syslog server [{syslogServerAddress}] is reachable on {produce.short.name}. |
| Description | This event occurs when the syslog server can be reached. |

Syslog server unreachable

TABLE 741 Syslog server unreachable event

| Event | Syslog server unreachable |
|--------------------------------|---|
| Event Type | syslogServerUnreachable |
| Event Code | 751 |
| Severity | Major |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "syslogServerAddress"="xxx.xxx.xxxx.xxx" |
| Displayed on the web interface | Syslog server [{syslogServerAddress}] is unreachable on {produce.short.name}. |
| Description | This event occurs when the syslog server is unreachable. |
| Auto Clearance | This event triggers the alarm 751, which is auto cleared by the event code 750. |

Syslog server switched

TABLE 742 Syslog server switched event

| Event | Syslog server switched |
|--------------------------------|---|
| Event Type | syslogServerSwitched |
| Event Code | 752 |
| Severity | Informational |
| Attribute | "nodeMac"="xx:xx:xx:xx:xx:xx", "srcAddress"="xxx.xxx.xxx.xxx", "destAddress"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Syslog server is switched from [{srcAddress}] to [{destAddress}] on {produce.short.name}. |
| Description | This event occurs when the syslog server is switched. |

Generate AP config for plane load rebalance succeeded

TABLE 743 Generate AP config for plane load rebalance succeeded event

| Event | Generate AP config for plane load rebalance succeeded |
|------------|---|
| Event Type | planeLoadingRebalancingSucceeded |
| Event Code | 770 |
| Severity | Informational |
| Attribute | No attributes for this event. |

TABLE 743 Generate AP config for plane load rebalance succeeded event (continued)

| Event | Generate AP config for plane load rebalance succeeded |
|--------------------------------|---|
| Displayed on the web interface | Generate new AP configs for plane's loading re-balancing succeeded. |
| Description | This event occurs when the user executes the load of data plane for re-balancing and generates a new AP configuration successfully. |

Generate AP config for plane load rebalance failed

TABLE 744 Generate AP config for plane load rebalance failed event

| Event | Generate AP config for plane load rebalance failed |
|--------------------------------|--|
| Event Type | planeLoadingRebalancingFailed |
| Event Code | 771 |
| Severity | Informational |
| Attribute | |
| Displayed on the web interface | Generate new AP configs for plane's loading re-balancing failed. |
| Description | This event occurs when the user executes the load of data plane for re-balancing and generation of a new AP configuration fails. |

FTP transfer

TABLE 745 FTP transfer event

| Event | FTP transfer |
|--------------------------------|---|
| Event Type | ftpTransfer |
| Event Code | 970 |
| Severity | Informational |
| Attribute | "ip"="xxx.xxx.xxx.xxx", "portID"="xxxx", "reason"="xxxxx" |
| Displayed on the web interface | File [{reason}] transferred to FTP server [{ip}:{portID}] successfully |
| Description | This event occurs when a file transfer to the FTP server is successful. |

FTP transfer error

TABLE 746 FTP transfer error event

| Event | FTP transfer error |
|--------------------------------|--|
| Event Type | ftpTransferError |
| Event Code | 971 |
| Severity | Warning |
| Attribute | "ip"="xxx.xxx.xxx.xxx", "portID"="xxxx", "reason"="xxxxx" |
| Displayed on the web interface | File [{reason}] transferred to FTP server [{ip}:{portID}] unsuccessfully |
| Description | This event occurs when the file transfer to the FTP server fails. |

CSV export FTP transfer

TABLE 747 CSV export FTP transfer event

| Event | CSV export FTP transfer |
|--------------------------------|---|
| Event Type | csvFtpTransfer |
| Event Code | 972 |
| Severity | Informational |
| Attribute | "nodeName"="xx:xx:xx:xx:xx:xx", "ip"="xx:xx:xx:xx:xx:xx", "portID"="xx:xx:xx:xx:xx:xx", "filename"="xxx.xxx.xxxx.xxx" |
| Displayed on the web interface | CSV export file [{filename}] transferred on control plane [{nodeName}-C] to FTP server [{ip}:{portID}]successfully. |
| Description | This event occurs when the CSV file is successfully sent to a remote server. |

CSV export FTP transfer error

TABLE 748 CSV export FTP transfer error event

| Event | CSV export FTP transfer error |
|--------------------------------|---|
| Event Type | csvFtpTransferError |
| Event Code | 973 |
| Severity | Warning |
| Attribute | "nodeName"="xx:xx:xx:xx:xx:xx", "ip"="xx:xx:xx:xx:xx:xx", "portID"="xx:xx:xx:xx:xx:xx", "filename"="xxx.xxx.xxxx.xxx" |
| Displayed on the web interface | CSV export file [{filename}] transferred on control plane [{nodeName}-C] to FTP server [{ip}:{portID}]unsuccessfully. |
| Description | This event occurs when the CSV file transfer to the remote sever fails. |
| Auto Clearance | This event triggers the alarm 973, which is auto cleared by the event code 972. |

CSV export FTP transfer maximum retry

TABLE 749 CSV export FTP transfer maximum retry event

| Event | CSV export FTP maximum retry |
|--------------------------------|---|
| Event Type | csvFtpTransferMaxRetryReached |
| Event Code | 974 |
| Severity | Major |
| Attribute | "nodeName"="xx:xx:xx:xx:xx:xx", "ip"="xx:xx:xx:xx:xx:xx", "portID"="xx:xx:xx:xx:xx:xx", "filename"="xxx.xxx.xxxx.xxx" |
| Displayed on the web interface | CSV export file [{filename}] transferred on control plane [{nodeName}-C] to FTP server [{ip}:{portID}] max retries reached. |
| Description | This event occurs when the CSV file fails to transfer after a maximum of five (5) retries. |

CSV export disk threshold exceeded

TABLE 750 CSV export disk threshold exceeded event

| Event | CSV export disk threshold exceeded |
|--------------------------------|---|
| Event Type | csvDiskThreshholdExceeded |
| Event Code | 975 |
| Severity | Warning |
| Attribute | "nodeName"="xx:xx:xx:xx:xx:xx", "threshold"="xx:xx:xx:xx:xx:xx", "availableDiskSize"="xx:xx:xx:xx:xx:xx", |
| Displayed on the web interface | CSV export disk threshold [{threshold}%] exceeded on control plane [{nodeName}-C]. Available disk size left [{availableDiskSize}] |
| Description | This event occurs when the CSV report size exceeds 80% of its capacity. |

CSV export disk max capacity reached

TABLE 751 CSV export disk max capacity reached event

| Event | CSV export disk max capacity reached |
|--------------------------------|---|
| Event Type | csvDiskMaxCapacityReached |
| Event Code | 976 |
| Severity | Critical |
| Attribute | CSV export disk maximum capacity reached on control plane [{nodeName}-C]. Allocated disk size [{allocatedDiskSize}] |
| Displayed on the web interface | CSV export disk threshold [{threshold}%] exceeded on control plane [{nodeName}-C]. Available disk size left [{availableDiskSize}] |
| Description | This event occurs when the CSV report size reaches its maximum capacity. |

CSV export disk threshold back to normal

TABLE 752 CSV export disk threshold back to normal event

| Event | CSV export disk threshold back to normal |
|--------------------------------|--|
| Event Type | csvDiskThreshholdBackToNormal |
| Event Code | 977 |
| Severity | Informational |
| Attribute | "nodeName"="xx:xx:xx:xx:xx:xx ", "availableDiskSize"="xx:xx:xx:xx:xx:xx", "currentUsedPercent"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | CSV export disk usage [{currentUsedPercent}%] got back to normal on control plane [{nodeName}-C]. Available disk size left [{availableDiskSize}] |
| Description | This event occurs when the CSV export file is under the threshold limit. |

File upload

TABLE 753 File upload event

| Event | File upload |
|------------|-------------|
| Event Type | fileUpload |

TABLE 753 File upload event (continued)

| Event | File upload |
|--------------------------------|--|
| Event Code | 980 |
| Severity | Informational |
| Attribute | "ip"="xxx.xxx.xxx.xxx";"cause"="xxxxx" |
| Displayed on the web interface | Backup file [{cause}] uploading from [{ip}] failed |
| Description | This event occurs when the backup file upload fails. |

Email sent successfully

TABLE 754 Email sent successfully event

| Event | Email sent successfully |
|--------------------------------|---|
| Event Type | mailSendSuccess |
| Event Code | 981 |
| Severity | Informational |
| Attribute | "srcProcess"="xxxxx", "receiver"= "xxxxx", "nodeMac"="xxxxx","nodeName"="xxxxx","tenantUUID"="xxxxx" |
| Displayed on the web interface | [{srcProcess}] sent email to [{receiver}] successfully. |
| Description | This event occurs when system sends mail successfully. |

Email sent failed

TABLE 755 Email sent failed event

| Event | Email sent failed |
|--------------------------------|---|
| Event Type | mailSendFailed |
| Event Code | 982 |
| Severity | Warning |
| Attribute | "srcProcess"="xxxxx","receiver"= "xxxxx", "nodeMac"="xxxxx", "nodeName"="xxxxx","tenantUUID"="xxxxx" |
| Displayed on the web interface | [{srcProcess}] sent email to [{receiver}] failed. |
| Description | This event occurs when the system fails to send the mail. |

SMS sent successfully

TABLE 756 SMS sent successfully event

| Event | SMS sent successfully |
|------------|---|
| Event Type | smsSendSuccess |
| Event Code | 983 |
| Severity | Informational |
| Attribute | "srcProcess"="xxxxx","receiver"= "xxxxx", |

TABLE 756 SMS sent successfully event (continued)

| Event | SMS sent successfully |
|--------------------------------|---|
| | "nodeMac"="xxxxx", "nodeName"="xxxxx", "tenantUUID"="xxxxx" |
| Displayed on the web interface | [[srcProcess]] sent short message to [[receiver]] successfully. |
| Description | This event occurs when system sends the short message successfully. |

SMS sent failed

TABLE 757 SMS sent failed event

| Event | SMS sent failed |
|--------------------------------|---|
| Event Type | smsSendFailed |
| Event Code | 984 |
| Severity | Warning |
| Attribute | "srcProcess"="xxxxx", "receiver"= "xxxxx", "reason"="xxxxx", "nodeMac"="xxxxx", "nodeName"="xxxxx", "tenantUUID"="xxxxx" |
| Displayed on the web interface | [[srcProcess]] sent short message to [[receiver]] failed, reason: [[reason]]. |
| Description | This event occurs when system fails to send the short message. |

Process restart

TABLE 758 Process restart event

| Event | Process restart |
|--------------------------------|--|
| Event Type | processRestart |
| Event Code | 1001 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="nc", "realm"="NA", "processName"="aut", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | [[processName]] process got re-started on {produce.short.name} [[SCGMgmtIp]] |
| Description | This event occurs when any process crashes and restarts. |

Service unavailable

TABLE 759 Service unavailable event

| Event | Service unavailable |
|------------|--|
| Event Type | serviceUnavailable |
| Event Code | 1002 |
| Severity | Critical |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="nc", "realm"="NA", "processName"="aut", "SCGMgmtIp"="2.2.2.2" |

TABLE 759 Service unavailable event (continued)

| Event | Service unavailable |
|--------------------------------|---|
| Displayed on the web interface | {{processName}} process is not stable on {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event occurs when the process repeatedly restarts and is unstable. |

Keepalive failure

TABLE 760 Keepalive failure event

| Event | Keepalive failure |
|--------------------------------|---|
| Event Type | keepAliveFailure |
| Event Code | 1003 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="nc", "realm"="NA", "processName"="aut", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | {{srcProcess}} on {produce.short.name} [{{SCGMgmtIp}}] restarted [{{processName}}] process. |
| Description | This event occurs when the mon/nc restarts the process due to a keep alive failure. |

Resource unavailable

TABLE 761 Resource unavailable event

| Event | Resource unavailable |
|--------------------------------|---|
| Event Type | resourceUnavailable |
| Event Code | 1006 |
| Severity | Critical |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "srcProcess"="radiusd", "realm"="NA", "SCGMgmtIp"="3.3.3.3", "cause"="xx" |
| Displayed on the web interface | System resource [{{cause}}] not available in [{{srcProcess}}] process at {produce.short.name} [{{SCGMgmtIp}}] |
| Description | This event is generated due to unavailability of any other system resource, such as memcached. |

HIP started

NOTE

This event is not applicable for vSZ-H.

TABLE 762 HIP started event

| Event | HIP started |
|------------|---------------|
| Event Type | hipStarted |
| Event Code | 1014 |
| Severity | Informational |

TABLE 762 HIP started event (continued)

| Event | HIP started |
|--------------------------------|---|
| Attribute | "ctrlBladeMac"="50:A7:33:24:E7:90", "srcProcess"="HIP", "realm"="NA", "processName"="HIP", "SCGMgmtIp"="100.13.0.102" |
| Displayed on the web interface | {{srcProcess}} process gets Started on {produce.short.name} {{SCGMgmtIp}} |
| Description | This event occurs when the HIP instance starts. |

HIP stopped

NOTE

This event is not applicable for vSZ-H.

TABLE 763 HIP stopped event

| Event | HIP stopped |
|--------------------------------|---|
| Event Type | hipStopped |
| Event Code | 1015 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="50:A7:33:24:E7:90", "srcProcess"="HIP", "realm"="NA", "processName"="HIP", "SCGMgmtIp"="100.13.0.102" |
| Displayed on the web interface | {{srcProcess}} process stopped HIP on {produce.short.name} {{SCGMgmtIp}} |
| Description | This event occurs when HIP is stopped. |

Standby HIP restarted

NOTE

This event is not applicable for vSZ-H.

TABLE 764 Standby HIP restarted event

| Event | Standby HIP restarted |
|--------------------------------|---|
| Event Type | hipStandbyRestart |
| Event Code | 1017 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="50:A7:33:24:E7:90", "srcProcess"="HIP", "realm"="NA", "processName"="HIP", "SCGMgmtIp"="100.13.0.102" |
| Displayed on the web interface | {{srcProcess}} Standby HIP node failed detected from Active {produce.short.name} {{SCGMgmtIp}} |
| Description | This event is logged when the active node detects failure of the standby node. |

HIP cache cleaned

NOTE

This event is not applicable for vSZ-H.

TABLE 765 HIP cache cleaned event

| Event | HIP cache cleaned |
|--------------------------------|---|
| Event Type | hipCacheCleanup |
| Event Code | 1018 |
| Severity | Informational |
| Attribute | "ctrlBladeMac"="50:A7:33:24:E7:90", "srcProcess"="HIP", "realm"="NA", "processName"="HIP", "SCGMgmtIp"="100.13.0.102", mvnold="12", hlrProfileName="HLR1", |
| Displayed on the web interface | {{srcProcess}} Cache cleanup started on {produce.short.name} {{SCGMgmtIp}} |
| Description | This event is generated when the cache cleanup process is completed. |

All data planes in the zone affinity profile are disconnected

NOTE

Events 1257 to 1267 are not applicable to SZ300/SZ100.

TABLE 766 All data planes in the zone affinity profile are disconnected event

| Event | All data planes in the zone affinity profile are disconnected |
|--------------------------------|--|
| Event Type | zoneAffinityLastDpDisconnected |
| Event Code | 1267 |
| Severity | Major |
| Attribute | "dpName"="xxxxxxx", "dpKey"="xx:xx:xx:xx:xx:xx", "zoneAffinityProfileId"="xxxxxxx" |
| Displayed on the web interface | The Last one Data Plane {{dpName&&dpKey}} is disconnected Zone Affinity profile {{zoneAffinityProfileId}}. |
| Description | This event occurs when all the data planes disconnect from the zone affinity profile. |

CALEA UE Matched

TABLE 767 CALEA UE Matched event

| Event | CALEA UE Matched |
|--------------------------------|--|
| Event Type | dpCaleaUeInterimMatched |
| Event Code | 1268 |
| Severity | Informational |
| Attribute | "clientMac"="xx:xx:xx:xx:xx:xx", "ssid"="xxxxx", "apMac"="xx:xx:xx:xx:xx:xx", "apIpAddress"="xx.xx.xx.xx", "dpKey"="xx:xx:xx:xx:xx:xx", "dPIp"="xx.xx.xx.xx", "txBytes"="xxxxx", "rxBytes"="xxxxx" |
| Displayed on the web interface | CALEA matches client {{clientMac}} on WLAN [{{ssid authType}}]from AP [{{apName&&apMac}}]. TxBytes[{{txBytes}}, RxBytes[{{rxBytes}}]. |

TABLE 767 CALEA UE Matched event (continued)

| | |
|-------------|--|
| Event | CALEA UE Matched |
| Description | This event occurs when the data plane CALEA user equipment and client matches. |

Diameter peer transport failure

NOTE

This event is not applicable for vSZ-H.

TABLE 768 Diameter peer transport failure event

| | |
|--------------------------------|--|
| Event | Diameter peer transport failure |
| Event Type | diaPeerTransportFailure |
| Event Code | 1403 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff","mvnold"="839f87c6-d116-497e-afce-aa8157abd30c", "srcProcess"="<Application Name>","realm"="ruckus.com","originHost" = "Node1","SCGMgmtIp"="2.2.2.2","peerIp" = "3.3.3.3","peerName" = "OCS1","peerRealmName" = "operator.com","desc" = "Failed to read from peer socket" |
| Displayed on the web interface | {{srcProcess}} Failed to read from peer {{peerName}} Transport Realm {{peerRealmName}} on {produce.short.name} {{SCGMgmtIp}} |
| Description | This event occurs when the transport with the peer is down and the stack fails to read the data. |

Diameter CER error

NOTE

This event is not applicable for vSZ-H.

TABLE 769 Diameter CER error event

| | |
|--------------------------------|--|
| Event | Diameter CER error |
| Event Type | diaCERError |
| Event Code | 1404 |
| Severity | Critical |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff","mvnold"="839f87c6-d116-497e-afce-aa8157abd30c", "srcProcess"="<Application Name>","realm"="ruckus.com", "originHost" = "Node1","SCGMgmtIp"="2.2.2.2","peerIp" = "3.3.3.3","peerName" = "OCS1","peerRealmName" = "operator.com","desc" = "Failed to decode CER from Peer" |
| Displayed on the web interface | {{srcProcess}} Failed to decode CER from Peer {{peerName}} Realm {{peerRealmName}} on {produce.short.name} {{SCGMgmtIp}} |
| Description | This event occurs when the diameter stack fails to decode the capabilities exchange request (CER) received from peer. |

Diameter CER success

NOTE

This event is not applicable for vSZ-H.

TABLE 770 Diameter CER success event

| Event | Diameter CER success |
|--------------------------------|--|
| Event Type | diaCERSuccess |
| Event Code | 1405 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"="839f87c6-d116-497e-afce-aa8157abd30c", "srcProcess"="<Application Name>", "realm"="ruckus.com", "originHost" = "Node1", "SCGMgmtIp"="2.2.2.2", "peerIp" = "3.3.3.3", "peerName" = "OCS1", "peerRealmName" = "organization.com", "desc" = "Successfully decoded CER received from Peer" |
| Displayed on the web interface | {{srcProcess}} CER Success From Peer {{peerName}} Realm {{peerRealmName}} on {produce.short.name} {{SCGMgmtIp}} |
| Description | This event occurs when the CER received from peer is successfully decoded. |

Diameter invalid version

NOTE

This event is not applicable for vSZ-H.

TABLE 771 Diameter invalid version event

| Event | Diameter invalid version |
|--------------------------------|--|
| Event Type | dialInvalidVer |
| Event Code | 1406 |
| Severity | Warning |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "mvnold"="839f87c6-d116-497e-afce-aa8157abd30c", "src Process"="<Application Name>", "realm"="ruckus.com", "originHost" = "Node1", "SCGMgmtIp"="2.2.2.2", "peerIp" = "3.3.3.3", "peerName" = "OCS1", "peerRealmName" = "organization.com", "desc" = "Invalid version in Diameter header of received CER from peer" |
| Displayed on the web interface | {{srcProcess}} Invalid version in Diameter header in CER from Peer {{peerName}}, Realm {{peerRealmName}} on {produce.short.name} {{SCGMgmtIp}} |
| Description | This event occurs when the version in the diameter header of received CER is invalid. |

Diameter peer add successful

NOTE

This event is not applicable for vSZ-H.

TABLE 772 Diameter peer add successful event

| Event | Diameter peer add successful |
|--------------------------------|--|
| Event Type | diaPeerAddSuccess |
| Event Code | 1408 |
| Severity | Debug |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff","mvnold"="839f87c6-d116-497e-afce-aa8157abd30c", "srcProcess"="<Application Name>","realm"="ruckus.com", "originHost" = "Node1","SCGMgmtIp"="2.2.2.2","peerIp" = "3.3.3.3","peerName" = "OCS1","peerRealmName" = "organization.com","desc" = "Peer addition successful" |
| Displayed on the web interface | [[srcProcess]] Peer [[peerName]] Realm [[peerRealmName]] addition is successful on {produce.short.name} [[SCGMgmtIp]] |
| Description | This event occurs when the peer addition is successful. |

ZD AP migrating

TABLE 773 ZD AP migrating event

| Event | ZD AP migrating |
|--------------------------------|--|
| Event Type | zdAPMigrating |
| Event Code | 2001 |
| Severity | Informational |
| Attribute | "apMac"=" C0:C5:20:12:2B:2C ", "serialNumber"="501003003033", "model"="ZF7962", "firmware"="3.0.0.0" |
| Displayed on the web interface | ZD-AP [[apMac]] / [[serialNumber]] model [[model]] is upgrading with {produce.short.name} AP firmware version - [[firmware]] |
| Description | This event occurs when a ZoneDirector AP is upgrading with the controller AP firmware image. |

ZD AP migrated

TABLE 774 ZD AP migrated event

| Event | ZD AP migrated |
|--------------------------------|---|
| Event Type | zdAPMigrated |
| Event Code | 2002 |
| Severity | Informational |
| Attribute | "apMac"=" C0:C5:20:12:2B:2C ", "serialNumber"="501003003033", "model"="R700", "firmware"="3.2.0.0.x" |
| Displayed on the web interface | ZD-AP [[apMac]] / [[serialNumber]] model [[model]] has been upgraded with {produce.short.name} AP firmware version - [[firmware]] |
| Description | This event occurs when a ZoneDirector AP has upgraded its firmware with the controller AP firmware image. |

ZD AP rejected

TABLE 775 ZD AP rejected event

| Event | ZD AP rejected |
|--------------------------------|--|
| Event Type | zdAPRejected |
| Event Code | 2003 |
| Severity | Warning |
| Attribute | "apMac"=" C0:C5:20:12:2B:2C ", "serialNumber"="501003003033", "model"="ZF7962" |
| Displayed on the web interface | ZD-AP [{apMac}] / [{serialNumber}] model [{model}] is not being upgraded with {produce.short.name} AP firmware because of ACL setting. |
| Description | This event occurs when the ZoneDirector AP is not upgraded with the controller AP firmware because of ACL setting. |

ZD AP migration failed

TABLE 776 ZD AP migration failed event

| Event | ZD AP migration failed |
|--------------------------------|--|
| Event Type | zdAPMigrationFailed |
| Event Code | 2004 |
| Severity | Major |
| Attribute | "apMac"=" C0:C5:20:12:2B:2C ", "serialNumber"="501003003033", "model"="ZF7962", "firmware"="3.0.0.0" |
| Displayed on the web interface | ZD-AP [{apMac}] / [{serialNumber}] model [{model}] is failed to upgrade with {produce.short.name} AP firmware version - [{firmware}] |
| Description | This event occurs when the Zone Director AP fails to upgrade with the controller AP firmware image. |

Database error

TABLE 777 Database error event

| Event | Database error |
|--------------------------------|---|
| Event Type | cassandraError |
| Event Code | 3001 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2", reason="reason", |
| Displayed on the web interface | Database internal error on node [{nodeName}], reason: [{reason]}. |
| Description | This event occurs due to internal errors on the database. |

Recover cassandra error

TABLE 778 Recover cassandra error event

| Event | Recover cassandra error |
|--------------------------------|---|
| Event Type | recoverCassandraError |
| Event Code | 3011 |
| Severity | Informational |
| Attribute | "nodeName"="xxx","reason"="recovery reason" |
| Displayed on the web interface | Recover database error on node [{nodeName}], reason: [] |
| Description | This event occurs when the internal errors on the database are fixed. |

Process initiated

NOTE

This event is not applicable for vSZ-H.

TABLE 779 Process initiated event

| Event | Process initiated |
|--------------------------------|---|
| Event Type | processInit |
| Event Code | 5001 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | PMIPv6 process got re-started on {produce.short.name} [{SCGMgmtIp}] |
| Description | This event is logged when PMIPv6 process crashes and restarts. |

PMIPv6 unavailable

NOTE

This event is not applicable for vSZ-H.

TABLE 780 PMIPv6 unavailable event

| Event | PMIPv6 unavailable |
|--------------------------------|---|
| Event Type | pmipUnavailable |
| Event Code | 5002 |
| Severity | Critical |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | PMIPv6 process is not stable on {produce.short.name} [{SCGMgmtIp}] |
| Description | This event is logged when the PMIPv6 process repeatedly restarts and is not stable. |

Memory allocation failed

NOTE

This event is not applicable for vSZ-H.

TABLE 781 Memory allocation failed event

| Event | Memory allocation failed |
|--------------------------------|--|
| Event Type | unallocatedMemory |
| Event Code | 5003 |
| Severity | Critical |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2" |
| Displayed on the web interface | Insufficient Heap Memory in PMIPv6 process at {produce.short.name} [{SCGMgmtIp}] |
| Description | This event is logged when the memory allocation fails in the PMIPv6 process. |

Process stopped

NOTE

This event is not applicable for vSZ-H.

TABLE 782 Process stopped event

| Event | Process stopped |
|--------------------------------|--|
| Event Type | processStop |
| Event Code | 5100 |
| Severity | Major |
| Attribute | "ctrlBladeMac"="aa:bb:cc:dd:ee:ff", "SCGMgmtIp"="2.2.2.2", |
| Displayed on the web interface | PMIPv6 process stop on {produce.short.name} [{SCGMgmtIp}] |
| Description | This event is logged when the PMIPv6 process stops |

NOTE

Refer to [System Alarms](#) on page 131.

SZ Login Fail

TABLE 783 SZ login fail event

| Event | SZ login fail |
|--------------------------------|--|
| Event Type | szLoginFail |
| Event Code | 8007 |
| Severity | Informational |
| Attribute | userName = "x", ip="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Administrator [{userName}] logged on failed from [{ip}]. |
| Description | Administrator logged on failed SZ. |

SZ Login

TABLE 784 SZ login event

| Event | SZ login |
|--------------------------------|---|
| Event Type | szLogin |
| Event Code | 8008 |
| Severity | Informational |
| Attribute | userName = "x", ip="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Administrator [{userName}] logged on from [{ip}]. |
| Description | Administrator logged on SZ. |

SZ Logout

TABLE 785 SZ logout event

| Event | SZ logout |
|--------------------------------|--|
| Event Type | szLogout |
| Event Code | 8009 |
| Severity | Informational |
| Attribute | userName = "x", ip="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | Administrator [{userName}] logged off from [{ip}]. |
| Description | Administrator logged off SZ. |

Password expiration

TABLE 786 Password expiration event

| Event | Password expiration |
|--------------------------------|--|
| Event Type | passwordExpiration |
| Event Code | 8010 |
| Severity | Informational |
| Attribute | userId = "x", time = "mm:dd:yyyy hh:mm:ss" |
| Displayed on the web interface | Administrative account [{userId}] password has expired as of [{time}]. |
| Description | This event occurs when the password expires. |

Admin account lockout

TABLE 787 Admin account lockout event

| Event | Admin account lockout |
|------------|--|
| Event Type | apConnectionTerminatedDueToInsufficientLicense |
| Event Code | 8011 |
| Severity | Warning |

TABLE 787 Admin account lockout event (continued)

| Event | Admin account lockout |
|--------------------------------|---|
| Attribute | userId = "x" |
| Displayed on the web interface | Administrative account [{userId}] has been locked out because of repeat login failures. |
| Description | This event occurs when the account is locked. |

Admin session expired

TABLE 788 Admin session expired event

| Event | Admin session expired |
|--------------------------------|--|
| Event Type | AdminSessionExpired |
| Event Code | 8012 |
| Severity | Informational |
| Attribute | userName = "x" |
| Displayed on the web interface | Administrative account [{userName}] login session has timed out. |
| Description | This event occurs when the account is idle for a period of time. |

Disable inactive admins

TABLE 789 Disable inactive admins event

| Event | Disable inactive admins |
|--------------------------------|--|
| Event Type | DisableInactiveAdmins |
| Event Code | 8013 |
| Severity | Informational |
| Attribute | userName = "x", inactiveDays="x" |
| Displayed on the web interface | Administrative account [{userName}] has been disabled due to not logging in for [{inactiveDays}] days. |
| Description | This event occurs when the account is disabled for a period of time. |

Two factor auth failed

TABLE 790 Two factor auth failed event

| Event | Two factor auth failed |
|--------------------------------|--|
| Event Type | TwoFactorAuthFailed |
| Event Code | 8014 |
| Severity | Warning |
| Attribute | userName = "x" |
| Displayed on the web interface | Administrative account [{userName}] failed to response the SMS one time password code. |
| Description | This event occurs when the account fails to send a one time password code as a SMS text. |

NOTE

Refer to [Data Plane Alarms](#) on page 102.

Unconfirmed program detection

TABLE 791 Unconfirmed program detection event

| | |
|--------------------------------|--|
| Event | Unconfirmed program detection |
| Event Type | Unconfirmed Program Detection |
| Event Code | 1019 |
| Severity | Warning |
| Attribute | "nodeName"="xxx","status"="xxxxx" |
| Displayed on the web interface | Detect unconfirmed program on control plane [{nodeName}]. [{status}] |
| Description | This event occurs when an unconfirmed program is detected. |

Switch Events

Following are the events related to switch severity:

- [Switch critical message](#) on page 371
- [Switch alert message](#) on page 372
- [Switch warning message](#) on page 372
- [Switch CPU warning threshold exceed](#) on page 372
- [Switch CPU major threshold exceed](#) on page 372
- [Switch CPU critical threshold exceed](#) on page 373
- [Switch memory warning threshold exceed](#) on page 373
- [Switch memory major threshold exceed](#) on page 373
- [Switch memory critical threshold exceed](#) on page 374
- [Switch custom warning threshold exceed](#) on page 374
- [Switch custom major threshold exceed](#) on page 374
- [Switch custom critical threshold exceed](#) on page 375
- [GetCACert Request](#) on page 375
- [Certificate signing request](#) on page 375
- [Accept certificate signing request](#) on page 376
- [Reject certificate signing request](#) on page 376
- [Pending certificate signing request](#) on page 376

Switch critical message

TABLE 792 Switch critical message event

| | |
|------------|-------------------------|
| Event | Switch critical message |
| Event Type | SwitchCriticalMessage |

TABLE 792 Switch critical message event (continued)

| | |
|-------------|--|
| Event | Switch critical message |
| Event Code | 20000 |
| Severity | Critical |
| Description | This event occurs when the there is a switch critical message. |

Switch alert message

TABLE 793 Switch alert message event

| | |
|-------------|---|
| Event | Switch alert message |
| Event Type | SwitchAlertMessage |
| Event Code | 20001 |
| Severity | Major |
| Description | This event occurs when there is a switch alert message. |

Switch warning message

TABLE 794 Switch warning message event

| | |
|-------------|---|
| Event | Switch warning message |
| Event Type | SwitchWarningMessage |
| Event Code | 20003 |
| Severity | Warning |
| Description | This event occurs when there is a switch warning message. |

Switch CPU warning threshold exceed

TABLE 795 Switch CPU warning threshold exceed event

| | |
|--------------------------------|--|
| Event | Switch CPU warning threshold exceed |
| Event Type | warningCpuThresholdExceed |
| Event Code | 22010 |
| Severity | Warning |
| Attribute | "switchSerialNumber"="x", cpuUsage="x%" (1% - Major Threshold),switchName = "x", switchMac = "xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | [CPU Usage - {switchSerialNumber}] CPU warning threshold {cpuUsage} exceeded on Switch {switchName&switchMac} |
| Description | This event occurs when CPU usage of the Switch crosses the warning threshold. |

Switch CPU major threshold exceed

TABLE 796 Switch CPU major threshold exceed event

| | |
|------------|-------------------------------------|
| Event | Switch CPU warning threshold exceed |
| Event Type | majorCpuThresholdExceed |

TABLE 796 Switch CPU major threshold exceed event (continued)

| | |
|--------------------------------|--|
| Event | Switch CPU warning threshold exceed |
| Event Code | 22011 |
| Severity | Major |
| Attribute | "switchSerialNumber"="x", cpuUsage="x%" (Warning Threshold - Critical Threshold),switchName = "x", switchMac = "xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | [CPU Usage - {switchSerialNumber}] CPU major threshold {cpuUsage} exceeded on Switch {switchName&switchMac} |
| Description | This event occurs when CPU usage of the Switch crosses the major threshold. |

Switch CPU critical threshold exceed

TABLE 797 Switch CPU critical threshold exceed event

| | |
|--------------------------------|--|
| Event | Switch CPU critical threshold exceed |
| Event Type | criticalCpuThresholdExceed |
| Event Code | 22012 |
| Severity | Critical |
| Attribute | "switchSerialNumber"="x", cpuUsage="x%" (Major Threshold - 100%),switchName = "x", switchMac = "xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | [CPU Usage - {switchSerialNumber}] CPU critical threshold {cpuUsage} exceeded on Switch {switchName&switchMac} |
| Description | This event occurs when CPU usage of the Switch crosses the critical threshold. |

Switch memory warning threshold exceed

TABLE 798 Switch memory warning threshold exceed event

| | |
|--------------------------------|--|
| Event | Switch memory warning threshold exceed |
| Event Type | warningMemoryThresholdExceed |
| Event Code | 22020 |
| Severity | Warning |
| Attribute | "switchSerialNumber"="x", memoryUsage="x%" (1% - Major Threshold), switchName = "x", switchMac = "xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | [Memory Usage - {switchSerialNumber}] Memory warning threshold {memoryUsage} exceeded on Switch {switchName&switchMac} |
| Description | This event occurs when memory usage of the Switch crosses the warning threshold. |

Switch memory major threshold exceed

TABLE 799 Switch memory major threshold exceed event

| | |
|------------|--------------------------------------|
| Event | Switch memory major threshold exceed |
| Event Type | majorMemoryThresholdExceed |
| Event Code | 22021 |

TABLE 799 Switch memory major threshold exceed event (continued)

| Event | Switch memory major threshold exceed |
|--------------------------------|---|
| Severity | Major |
| Attribute | "switchSerialNumber"="x", memoryUsage="x%" (Warning Threshold - Critical Threshold),switchName = "x", switchMac = "xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | [Memory Usage - {switchSerialNumber}] Memory major threshold {memoryUsage} exceeded on Switch {switchName&switchMac} |
| Description | This event occurs when memory usage of the Switch crosses the major threshold. |

Switch memory critical threshold exceed

TABLE 800 Switch memory critical threshold exceed event

| Event | Switch memory critical threshold exceed |
|--------------------------------|---|
| Event Type | criticalMemoryThresholdExceed |
| Event Code | 22022 |
| Severity | Critical |
| Attribute | "switchSerialNumber"="x", memoryUsage="x%" (Major Threshold - 100%),switchName = "x", switchMac = "xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | [Memory Usage - {switchSerialNumber}] Memory critical threshold {memoryUsage} exceeded on Switch {switchName&switchMac} |
| Description | This event occurs when memory usage of the Switch crosses the critical threshold of 100%. |

Switch custom warning threshold exceed

TABLE 801 Switch custom warning threshold exceed event

| Event | Switch custom warning threshold exceed |
|--------------------------------|---|
| Event Type | hitWarningSwitchCombinedEvent |
| Event Code | 22030 |
| Severity | Warning |
| Attribute | UserDefinedDescription = "x" |
| Displayed on the web interface | [Custom Warning Event] {userDefinedDescription} |
| Description | This event occurs when the Switch custom warning event crosses the threshold. |

Switch custom major threshold exceed

TABLE 802 Switch custom major threshold exceed event

| Event | Switch custom major threshold exceed |
|------------|--------------------------------------|
| Event Type | hitMajorSwitchCombinedEvent |
| Event Code | 22031 |
| Severity | Major |
| Attribute | UserDefinedDescription = "x" |

TABLE 802 Switch custom major threshold exceed event (continued)

| Event | Switch custom major threshold exceed |
|--------------------------------|---|
| Displayed on the web interface | [Custom Major Event] {userDefinedDescription} |
| Description | This event occurs when the Switch custom major event crosses the threshold. |

Switch custom critical threshold exceed

TABLE 803 Switch custom critical threshold exceed event

| Event | Switch custom critical threshold exceed |
|--------------------------------|--|
| Event Type | hitCriticalSwitchCombinedEvent |
| Event Code | 22032 |
| Severity | Critical |
| Attribute | UserDefinedDescription = "x" |
| Displayed on the web interface | [Custom Critical Event] {userDefinedDescription} |
| Description | This event occurs when the Switch custom critical event crosses the threshold. |

GetCACert Request

TABLE 804 GetCACert Request event

| Event | GetCACert Request |
|--------------------------------|---|
| Event Type | getCACertRequest |
| Event Code | 22000 |
| Severity | Informational |
| Attribute | switchSerialNumber = "x" |
| Displayed on the web interface | [SCEP - {switchSerialNumber}] GetCACert Request. |
| Description | This event occurs when there is a SCEP GetCACert Request. |

Certificate signing request

TABLE 805 Certificate signing request event

| Event | Certificate signing request |
|--------------------------------|---|
| Event Type | certificateSigningRequest |
| Event Code | 22001 |
| Severity | Informational |
| Attribute | switchSerialNumber = "x" |
| Displayed on the web interface | [SCEP - {switchSerialNumber}] Certificate Signing Request. |
| Description | This event occurs when there is a SCEP Certificate Signing Request. |

Accept certificate signing request

TABLE 806 Accept certificate signing request event

| | |
|--------------------------------|--|
| Event | Accept certificate signing request |
| Event Type | acceptCertificateSigningRequest |
| Event Code | 22002 |
| Severity | Informational |
| Attribute | switchSerialNumber = "x" |
| Displayed on the web interface | [SCEP - {switchSerialNumber}] Accept Certificate Signing Request. |
| Description | This event occurs when there is a SCEP Accept Certificate Signing Request. |

Reject certificate signing request

TABLE 807 Reject certificate signing request event

| | |
|--------------------------------|--|
| Event | Reject certificate signing request |
| Event Type | rejectCertificateSigningRequest |
| Event Code | 22003 |
| Severity | Major |
| Attribute | switchSerialNumber = "x" |
| Displayed on the web interface | [SCEP - {switchSerialNumber}] Reject Certificate Signing Request. |
| Description | This event occurs when there is a SCEP Reject Certificate Signing Request. |

Pending certificate signing request

TABLE 808 Pending certificate signing request event

| | |
|--------------------------------|---|
| Event | Pending certificate signing request |
| Event Type | pendingCertificateSigningRequest |
| Event Code | 22004 |
| Severity | Major |
| Attribute | switchSerialNumber = "x" |
| Displayed on the web interface | [SCEP - {switchSerialNumber}] Pending Certificate Signing Request. |
| Description | This event occurs when there is a SCEP Pending Certificate Signing Request. |

Threshold Events

Following are the events related to threshold system set:

- [CPU threshold exceeded](#) on page 377
- [Memory threshold exceeded](#) on page 377
- [Disk usage threshold exceeded](#) on page 378
- [CPU threshold back to normal](#) on page 378

- [Memory threshold back to normal](#) on page 378
- [Disk threshold back to normal](#) on page 378
- [License threshold exceeded](#) on page 379
- [The drop of client count threshold exceeded](#) on page 379
- [Rate limit threshold surpassed](#) on page 379
- [Rate limit threshold restored](#) on page 380
- [Rate limit for TOR surpassed](#) on page 380
- [The number of users exceed its limit](#) on page 381
- [The number of devices exceeded its limit](#) on page 381
- [Over AP maximum capacity](#) on page 381

CPU threshold exceeded

TABLE 809 CPU threshold exceeded event

| Event | CPU threshold exceeded |
|--------------------------------|---|
| Event Type | cpuThresholdExceeded |
| Event Code | 950 |
| Severity | Critical |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx", "perc"="XX" |
| Displayed on the web interface | CPU threshold [{perc}%] exceeded on control plane [{nodeName}-C] |
| Description | This event occurs when the CPU usage exceeds the threshold limit of 80%. |
| Auto Clearance | This event triggers the alarm 950, which is auto cleared by the event code 954. |

Memory threshold exceeded

TABLE 810 Memory threshold exceeded event

| Event | Memory threshold exceeded |
|--------------------------------|--|
| Event Type | memoryThresholdExceeded |
| Event Code | 951 |
| Severity | Critical |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx", "perc"="XX" |
| Displayed on the web interface | Memory threshold [{perc}%] exceeded on control plane [{nodeName}-C]. |
| Description | This event occurs when the memory usage exceeds the threshold limit of 85% and for vSZ-H the limit is 90%. |
| Auto Clearance | This event triggers the alarm 951, which is auto cleared by the event code 954. |

Disk usage threshold exceeded

TABLE 811 Disk usage threshold exceeded event

| | |
|--------------------------------|---|
| Event | Disk usage threshold exceeded |
| Event Type | diskUsageThresholdExceeded |
| Event Code | 952 |
| Severity | Critical |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx", "perc"="XX" |
| Displayed on the web interface | Disk usage threshold [{perc}%] exceeded on control plane [{nodeName}-C]. |
| Description | This event occurs when the disk usage exceeds the threshold limit of 80%. |
| Auto Clearance | This event triggers the alarm 952, which is auto cleared by the event code 955. |

CPU threshold back to normal

TABLE 812 CPU threshold back to normal event

| | |
|--------------------------------|---|
| Event | CPU threshold back to normal |
| Event Type | cpuThresholdBackToNormal |
| Event Code | 953 |
| Severity | Informational |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx", "perc"="XX" |
| Displayed on the web interface | CPU threshold [{perc}%] got back to normal on control plane [{nodeName}-C]. |
| Description | This event occurs when the CPU usage comes back to normal. |

Memory threshold back to normal

TABLE 813 Memory threshold back to normal event

| | |
|--------------------------------|--|
| Event | Memory threshold back to normal |
| Event Type | memoryThresholdBackToNormal |
| Event Code | 954 |
| Severity | Informational |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx", "perc"="XX" |
| Displayed on the web interface | Memory threshold [{perc}%] got back to normal on control plane [{nodeName}-C]. |
| Description | This event occurs when the memory usage comes back to normal. |

Disk threshold back to normal

TABLE 814 Disk threshold back to normal event

| | |
|------------|--------------------------------|
| Event | Disk threshold back to normal |
| Event Type | diskUsageThresholdBackToNormal |
| Event Code | 955 |

TABLE 814 Disk threshold back to normal event (continued)

| Event | Disk threshold back to normal |
|--------------------------------|--|
| Severity | Informational |
| Attribute | "nodeName"="xxx", "nodeMac"="xx:xx:xx:xx:xx:xx", "perc"="XX" |
| Displayed on the web interface | Disk threshold [{perc}%] got back to normal on control plane [{nodeName}-C]. |
| Description | This event occurs when the disk usage comes back to normal. |

License threshold exceeded

TABLE 815 License threshold exceeded event

| Event | License threshold exceeded |
|--------------------------------|---|
| Event Type | licenseThresholdExceeded |
| Event Code | 960 |
| Severity | Critical 90%; Major 80%; Informational 70%; |
| Attribute | "perc"="xxx", "nodeName"="", "nodeMac"="xx:xx:xx:xx:xx:xx", licenseType="SG00" |
| Displayed on the web interface | [{licenseType}] limit reached at [{perc}%] |
| Description | This event occurs when the number of user equipment is attached to the system has exceeded the license limit. |

The drop of client count threshold exceeded

TABLE 816 The drop of client count threshold exceeded event

| Event | The drop of client count threshold exceeded |
|--------------------------------|---|
| Event Type | clientCountDropThresholdExceeded |
| Event Code | 956 |
| Severity | Warning |
| Attribute | "perc"="XX" |
| Displayed on the web interface | The drop of client count exceeded threshold [{perc}%] in cluster. |
| Description | This event occurs when client count exceeds the criterion value of 1500 and the drop percentage exceeds the threshold limit of 60%. |

Rate limit threshold surpassed

TABLE 817 Rate limit threshold surpassed event

| Event | Rate limit threshold surpassed |
|------------|---|
| Event Type | rateLimitThresholdSurpassed |
| Event Code | 1300 |
| Severity | Major |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "UserName"=abc@xyz.com "realm"="wlan.3gppnetwor" "SCGMgmtIp"="2.2.2.2" "aaaSrvrIp"="1.1.1.1" |

TABLE 817 Rate limit threshold surpassed event (continued)

| Event | Rate limit threshold surpassed |
|--------------------------------|---|
| | "AAAServerType"="Auth/Acct" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "MOR"=1000,"THRESHOLD"="500" "TOR"="501" |
| Displayed on the web interface | Threshold surpassed for AAA Server [{aaaSrvrIp}] and ServerType [{AAAServerType}] |
| Description | This event occurs when the rate limit threshold is surpassed. The threshold limit for this event is dependent on the maximum outstanding request (MOR) value as configured in the web interface of Authentication or Accounting Service. For example, if the MOR value is 1000, and threshold limit is set to 70%, then this event will be raised when total outstanding requests for this server exceeds the limit of 701. |

Rate limit threshold restored

TABLE 818 Rate limit threshold restored event

| Event | Rate limit threshold restored |
|--------------------------------|---|
| Event Type | rateLimitThresholdRestored |
| Event Code | 1301 |
| Severity | Informational |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "UserName"=abc@xyz.com "realm"="wlan. 3gppnetwor" "SCGMgmtIp"="2.2.2.2" "aaaSrvrIp"="1.1.1.1" "AAAServerType"="Auth/Acct" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "MOR"=1000,"THRESHOLD"="500" "TOR"="501" |
| Displayed on the web interface | Threshold restored for AAA Server [{aaaSrvrIp}] and ServerType [{AAAServerType}] |
| Description | This event occurs when the rate limit threshold is restored. The threshold limit for this event is dependent on the maximum outstanding request (MOR) value as configured in the web interface of Authentication or Accounting Service. For example, if the MOR value is 1000, and threshold limit is set to 70%, then this event will be raised when total outstanding requests for this server is lesser or equal to 700. |

Rate limit for TOR surpassed

TABLE 819 Rate limit for TOR surpassed event

| Event | Rate limit for TOR surpassed |
|--------------------------------|---|
| Event Type | rateLimitMORSurpassed |
| Event Code | 1302 |
| Severity | Critical |
| Attribute | "mvnold"=12 "wlanId"=1,"zoneId"="10" "ctrlBladeMac"="aa:bb:cc:dd:ee:ff" "srcProcess"="radiusd" "UserName"=abc@xyz.com "realm"="wlan. 3gppnetwor" "SCGMgmtIp"="2.2.2.2" "aaaSrvrIp"="1.1.1.1" "AAAServerType"="Auth/Acct" "ueMacAddr"="aa:bb:cc:gg:hh:ii" "MOR"=1000,"THRESHOLD"="500" "TOR"="501" |
| Displayed on the web interface | Maximum Outstanding Requests (MOR) surpassed for AAA Server [{aaaSrvrIp}] and ServerType [{AAAServerType}]. Dropping requests to be proxied to AAA. |

TABLE 819 Rate limit for TOR surpassed event (continued)

| Event | Rate limit for TOR surpassed |
|----------------|--|
| Description | This event occurs when the rate limit for maximum outstanding requests (MOR) is surpassed. The threshold limit for this event is dependent on the maximum outstanding request (MOR) value as configured in the web interface of Authentication or Accounting Service. For example, if the MOR value is 1000, and threshold limit is set to 70%, then this event will be raised when total outstanding requests for this server exceeds 1000. |
| Auto Clearance | This event triggers the alarm1302, which is auto cleared by the event code 1301. |

The number of users exceed its limit

TABLE 820 The number of users exceed its limit event

| Event | The number of users exceed its limit |
|--------------------------------|---|
| Event Type | tooManyUsers |
| Event Code | 7001 |
| Severity | Major |
| Attribute | No attributes for this event. |
| Displayed on the web interface | The number of users exceeded its limit. |
| Description | This event occurs when the number of users exceeds the specified limit. The threshold limit for the controller is 950000. |

The number of devices exceeded its limit

TABLE 821 The number of devices exceeded its limit event

| Event | The number of devices exceeded its limit |
|--------------------------------|--|
| Event Type | tooManyDevices |
| Event Code | 7002 |
| Severity | Major |
| Attribute | No attributes for this event. |
| Displayed on the web interface | The number of devices exceeded its limit |
| Description | This event occurs when the number of devices exceeds the specified limit. The threshold limit for the controller is 2850000. |

NOTE

Refer to [Threshold Alarms](#) on page 152.

Over AP maximum capacity

TABLE 822 Over AP maximum capacity event

| Event | Over AP maximum capacity |
|------------|--------------------------|
| Event Type | apCapacityReached |
| Event Code | 962 |

TABLE 822 Over AP maximum capacity event (continued)

| Event | Over AP maximum capacity |
|--------------------------------|--|
| Severity | Warning |
| Attribute | |
| Displayed on the web interface | The volume of AP is over system capacity. |
| Description | This event occurs when the volume of AP is over system capacity. |

Tunnel Events - Access Point (AP)

Following are the events related to tunnel events on access point.

- [Data plane accepted a tunnel request](#) on page 382
- [Data plane rejected a tunnel request](#) on page 383
- [Data plane terminated a tunnel](#) on page 383
- [AP created a tunnel](#) on page 383
- [AP tunnel disconnected](#) on page 383
- [AP softGRE tunnel fails over primary to secondary](#) on page 384
- [AP softGRE tunnel fails over secondary to primary](#) on page 384
- [AP softGRE gateway reachable](#) on page 384
- [AP softGRE gateway not reachable](#) on page 385
- [Data plane set up a tunnel](#) on page 385
- [AP secure gateway association success](#) on page 385
- [AP is disconnected from secure gateway](#) on page 386
- [AP secure gateway association failure](#) on page 386

NOTE

Event codes 601 to 610 are not applicable for vSZ-H.

Data plane accepted a tunnel request

TABLE 823 Data plane accepted a tunnel request event

| Event | Data plane accepted a tunnel request |
|--------------------------------|--|
| Event Type | dpAcceptTunnelRequest |
| Event Code | 601 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data plane [{dpName dpKey}] accepted a tunnel request from AP [{apName&&apMac}]. |
| Description | This event occurs when the data plane accepts a tunnel request from the AP. |

Data plane rejected a tunnel request

TABLE 824 Data plane rejected a tunnel request event

| Event | Data plane rejected a tunnel request |
|--------------------------------|--|
| Event Type | dpRejectTunnelRequest |
| Event Code | 602 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx", "reason"="xxxxxxxxxxxxx" |
| Displayed on the web interface | Data plane [{dpName dpKey}] rejected a tunnel request from AP [{apName&&apMac}] because of reason [{reason}] |
| Description | This event occurs when the data plane rejects a tunnel request from the AP. |

Data plane terminated a tunnel

TABLE 825 Data plane terminated a tunnel event

| Event | Data plane terminated a tunnel |
|--------------------------------|---|
| Event Type | dpTearDownTunnel |
| Event Code | 603 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx", "reason"="xx" |
| Displayed on the web interface | Data plane [{dpName dpKey}] terminated a tunnel from AP [{apName&&apMac}]. Reason: [{reason}] |
| Description | This event occurs when the data plane terminates a tunnel from the AP. |

AP created a tunnel

TABLE 826 AP created a tunnel event

| Event | AP created a tunnel |
|--------------------------------|---|
| Event Type | apBuildTunnelSuccess |
| Event Code | 608 |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "dPIP"="xxx.xxx.xxx.xxx", |
| Displayed on the web interface | AP [{apName&&apMac}] created a tunnel to data plane [{dPIP}]. |
| Description | This event occurs when AP creates a tunnel to the data plane. |

AP tunnel disconnected

TABLE 827 AP tunnel disconnected event

| Event | AP tunnel disconnected |
|------------|------------------------|
| Event Type | apTunnelDisconnected |
| Event Code | 610 |

TABLE 827 AP tunnel disconnected event (continued)

| | |
|--------------------------------|--|
| Event | AP tunnel disconnected |
| Severity | Informational |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "dplP"="xxx.xxx.xxx.xxx", "reason"="xxxxx" |
| Displayed on the web interface | AP [{apName&&apMac}] disconnected from data plane [{dplP}]. Reason: [{reason}] |
| Description | This event occurs when AP disconnects from the data plane. |

NOTE

Event codes 601 to 610 are not applicable for vSZ-H.

AP softGRE tunnel fails over primary to secondary

TABLE 828 AP softGRE tunnel fails over primary to secondary event

| | |
|--------------------------------|---|
| Event | AP softGRE tunnel fails over primary to secondary |
| Event Type | apSoftGRE TunnelFailoverPtoS |
| Event Code | 611 |
| Severity | Warning |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "primaryGRE"="xxx.xxx.xxx.xxx", "secondaryGRE"="xxx.xxx.xxx.xxx " |
| Displayed on the web interface | AP [{apName&&apMac}] fails over from primaryGRE [{primaryGRE}] to secondaryGRE[{secondaryGRE}]. |
| Description | This event occurs when AP moves from a primary to a secondary GRE. |

AP softGRE tunnel fails over secondary to primary

TABLE 829 AP softGRE tunnel fails over secondary to primary event

| | |
|--------------------------------|--|
| Event | AP softGRE tunnel fails over secondary to primary |
| Event Type | apSoftGRE TunnelFailoverStoP |
| Event Code | 612 |
| Severity | Warning |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "primaryGRE"="xxx.xxx.xxx.xxx", "secondaryGRE"="xxxx" |
| Displayed on the web interface | AP [{apName&&apMac}] fails over from secondaryGRE[{secondaryGRE}] to primaryGRE[{primaryGRE}]. |
| Description | This event occurs when AP moves from a secondary to a primary GRE. |

AP softGRE gateway reachable

TABLE 830 AP softGRE gateway reachable event

| | |
|------------|------------------------------|
| Event | AP softGRE gateway reachable |
| Event Type | apSoftGREGatewayReachable |
| Event Code | 613 |
| Severity | Informational |

TABLE 830 AP softGRE gateway reachable event (continued)

| Event | AP softGRE gateway reachable |
|--------------------------------|---|
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "softgreGW"="xxx.xxx.xxx.xxx", "softgreGWAddress"="xxx" |
| Displayed on the web interface | AP [{apname&&apMac}] is able to reach [{softgreGW}] [{softgreGWAddress}] successfully |
| Description | This event occurs when AP builds a soft GRE tunnel successfully. |

AP softGRE gateway not reachable

TABLE 831 AP softGRE gateway not reachable event

| Event | AP softGRE gateway not reachable |
|--------------------------------|--|
| Event Type | apSoftGREGatewayNotReachable |
| Event Code | 614 |
| Severity | Critical |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx", "softGREGatewayList"="xxx.xxx.xxx.xxx" |
| Displayed on the web interface | AP [{apName&&apMac}] is unable to reach the following gateways: [{softGREGatewayList}]. |
| Description | This event occurs when AP fails to build a soft GRE tunnel either on the primary or the secondary GRE. |
| Auto Clearance | This event triggers the alarm 614, which is auto cleared by the event code 613. |

Data plane set up a tunnel

NOTE

This event is not applicable for vSZ-H.

TABLE 832 Data plane set up a tunnel event

| Event | Data plane set up a tunnel |
|--------------------------------|---|
| Event Type | dpSetUpTunnel |
| Event Code | 627 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "apMac"="xx:xx:xx:xx:xx:xx" |
| Displayed on the web interface | Data plane [{dpName} {dfpMac}] set up a tunnel from AP [{apName&&apMac}]. |
| Description | This event occurs when the data plane sets up a tunnel from the AP. |

AP secure gateway association success

TABLE 833 AP secure gateway association success event

| Event | AP secure gateway association success |
|------------|---------------------------------------|
| Event Type | ipsecTunnelAssociated |
| Event Code | 660 |
| Severity | Informational |

TABLE 833 AP secure gateway association success event (continued)

| Event | AP secure gateway association success |
|--------------------------------|---|
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","ipsecGWAddress"="x.x.x.x" |
| Displayed on the web interface | AP [{apName&&apMac}] is able to reach secure gateway [{ipsecGWAddress}] successfully. |
| Description | This event occurs when the AP is able to reach the secure gateway successfully. |

AP is disconnected from secure gateway

TABLE 834 AP is disconnected from secure gateway event

| Event | AP is disconnected from secure gateway |
|--------------------------------|--|
| Event Type | ipsecTunnelDisassociated |
| Event Code | 661 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","ipsecGWAddress"="x.x.x.x" |
| Displayed on the web interface | AP [{apName&&apMac}] is disconnected from secure gateway [{ipsecGWAddress}]. |
| Description | This event occurs when the AP is disconnected from secure gateway. |

AP secure gateway association failure

TABLE 835 AP secure gateway association failure event

| Event | AP secure gateway association failure |
|--------------------------------|---|
| Event Type | ipsecTunnelAssociateFailed |
| Event Code | 662 |
| Severity | Major |
| Attribute | "apMac"="xx:xx:xx:xx:xx:xx","ipsecGWAddress"="x.x.x.x" |
| Displayed on the web interface | AP [{apName&&apMac}] is unable to establish secure gateway with [{ipsecGWAddress}]. |
| Description | This event occurs when the AP is unable to reach the secure gateway. |
| Auto Clearance | This event triggers the alarm 662, which is auto cleared by the event code 660. |

NOTE

Refer to [Tunnel Alarms - Access Point](#) on page 156.

Tunnel Events - Data Plane

NOTE

Events 621 and 626 are not applicable for vSZ-H.

Following are the events related to tunnel events on the data plane:

- [DP sGRE GW unreachable](#) on page 387
- [DP sGRE keep alive timeout](#) on page 387

- [DP sGRE GW inactive](#) on page 387
- [DP DHCPRelay no response](#) on page 388
- [DP DHCPRelay failover](#) on page 388
- [DP sGRE new tunnel](#) on page 388
- [DP sGRE del tunnel](#) on page 389
- [DP sGRE keepalive recovery](#) on page 389
- [DP DHCPRelay response recovery](#) on page 389
- [DP sGRE GW reachable](#) on page 390
- [DP sGRE GW active](#) on page 390
- [DP sGRE GW failover](#) on page 390
- [DP switchover](#) on page 391

DP sGRE GW unreachable

TABLE 836 DP sGRE GW unreachable event

| Event | DP sGRE GW unreachable |
|--------------------------------|---|
| Event Type | dpSgreGWUnreachable |
| Event Code | 615 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "gatewayIP"="x.x.x.x " |
| Displayed on the web interface | Data plane [{dpName dpKey}] detected Core Gateway [{GatewayIP}] is unreachable. |
| Description | This event occurs when the data plane detects that a core network gateway is unreachable. |

DP sGRE keep alive timeout

TABLE 837 DP sGRE keep alive timeout event

| Event | DP sGRE keep alive timeout |
|--------------------------------|--|
| Event Type | dpSgreKeepAliveTimeout |
| Event Code | 616 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "gatewayIP"="x.x.x.x |
| Displayed on the web interface | Data plane [{dpName dpKey}] detected Keepalive packet to Core Gateway [{GatewayIP}] is lost due to timeout |
| Description | This event occurs when the data plane detects that a keep alive packet to the core network gateway is lost due to a timeout. |

DP sGRE GW inactive

TABLE 838 DP sGRE GW inactive event

| Event | DP sGRE GW inactive |
|------------|---------------------|
| Event Type | dpSgreGWInact |

TABLE 838 DP sGRE GW inactive event (continued)

| Event | DP sGRE GW inactive |
|--------------------------------|---|
| Event Code | 617 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "gatewayIP"="x.x.x.x |
| Displayed on the web interface | Data plane [{dpName dpKey}] detected [{GatewayIP}] is inactive because there is no RX traffic |
| Description | This event occurs when the data plane detects that a core network gateway is inactive. |

DP DHCPRelay no response

TABLE 839 DP DHCPRelay no response event

| Event | DP DHCPRelay no response |
|--------------------------------|--|
| Event Type | dpDhcpRelayNoResp |
| Event Code | 618 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "dhcpIP"="x.x.x.x" |
| Displayed on the web interface | Data plane [{dpName dpKey}] detected no response from DHCP server [{dhcpIP}] for a while |
| Description | This event occurs when the data plane does not get a response from the DHCP server. |

DP DHCPRelay failover

TABLE 840 DP DHCPRelay failover event

| Event | DP DHCPRelay failover |
|--------------------------------|--|
| Event Type | dpDhcpRelayFailOver |
| Event Code | 619 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "preDhcpIP"="x.x.x.x", "curDhcpIP"="x.x.x.x" |
| Displayed on the web interface | Data plane [{dpName dpKey}] detected DHCP server fail-over from [{preDhcpIP}] to [{curDhcpIP}] |
| Description | This event occurs when the data plane detects a DHCP server relay falls. |

DP sGRE new tunnel

TABLE 841 DP sGRE new tunnel event

| Event | DP sGRE new tunnel |
|------------|--|
| Event Type | dpSgreNewTunnel |
| Event Code | 620 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "greType"="L2oGRE, L3oGRE", "apIpAddress"="x.x.x.x" |

TABLE 841 DP sGRE new tunnel event (continued)

| Event | DP sGRE new tunnel |
|--------------------------------|--|
| Displayed on the web interface | Data plane [{dpName} {dpKey}] established a [{greType}] tunnel with AP[{apIP}] |
| Description | This event occurs when the data plane establishes a tunnel with AP. |

DP sGRE del tunnel

TABLE 842 DP sGRE del tunnel event

| Event | DP sGRE del tunnel |
|--------------------------------|---|
| Event Type | dpSgreDelTunnel |
| Event Code | 621 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "greType"="L2oGRE, L3oGRE", "apIpAddress"="x.x.x.x" |
| Displayed on the web interface | Dataplane [{dpName} {dpKey}] lost a [{greType}] tunnel connection to AP[{apIP}] |
| Description | This event occurs when access tunnel is disconnected due to a timeout. |

DP sGRE keepalive recovery

TABLE 843 DP sGRE keepalive recovery event

| Event | DP sGRE keepalive recovery |
|--------------------------------|--|
| Event Type | dpSgreKeepAliveRecovery |
| Event Code | 622 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "gatewayIP"="x.x.x.x" |
| Displayed on the web interface | Data plane [{dpName} {dpKey}] detected KeepAlive packet to Core Gateway [{gatewayIP}] is now responsive. |
| Description | The event occurs when the core gateway resumes answering to keepalive. |

DP DHCPRelay response recovery

TABLE 844 DP DHCPRelay response recovery event

| Event | DP DHCPRelay response recovery |
|--------------------------------|---|
| Event Type | dpDhcpRelayRespRecovery |
| Event Code | 623 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "dhcpIP"="x.x.x.x" |
| Displayed on the web interface | Data plane [{dpName} {dpKey}] detected DHCP server [{dhcpIP}] is now responsive |
| Description | This event occurs when the DHCP server resumes answering the relay request from data plane. |

DP sGRE GW reachable

TABLE 845 DP sGRE GW reachable event

| Event | DP sGRE GW reachable |
|--------------------------------|--|
| Event Type | dpSgreGWReachable |
| Event Code | 624 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "gatewayIP"="x.x.x.x" |
| Displayed on the web interface | Data plane [{dpName} {dpKey}] detected Core Gateway [{gatewayIP}] is now reachable |
| Description | This event occurs when the core gateway is reachable. |

DP sGRE GW active

TABLE 846 DP sGRE GW active event

| Event | DP sGRE GW active |
|--------------------------------|--|
| Event Type | dpSgreGWAct |
| Event Code | 625 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "gatewayIP"="x.x.x.x" |
| Displayed on the web interface | Data plane [{dpName} {dpKey}] detected [{gatewayIP}] is now active |
| Description | This event occurs when core gateway changes to an active mode. |

DP sGRE GW failover

TABLE 847 DP sGRE GW failover event

| Event | DP sGRE GW failover |
|--------------------------------|--|
| Event Type | dpSgreGWFailOver |
| Event Code | 626 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx", "preGatewayIP"="x.x.x.x", "curGatewayIP"="x.x.x.x" |
| Displayed on the web interface | Data plane [{dpName/dpKey}] switched over from CoreGateway[{preGatewayIP}] to CoreGateway[{curGatewayIP}]. |
| Description | This event occurs when the data plane switches to the other gateway due to failover threshold limit. |

NOTE

Refer to [Tunnel Alarms - Access Point](#) on page 156.

DP switchover

TABLE 848 DP switchover event

| Event | DP switchover |
|-------------|--|
| Event Type | dpSwitchover |
| Event Code | 628 |
| Severity | Informational |
| Attribute | "dpKey"="xx:xx:xx:xx:xx:xx","apName"="x","ip"="x.x.x.x" |
| Description | This event occurs when the data plane switchover to another cluster. |



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