



Ruckus Wireless™ ZoneDirector™ Release 9.13

Syslog Event Message Reference Guide

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About This Guide

This *Ruckus Wireless ZoneDirector Syslog Event Message Reference Guide* provides explanations and suggested actions for ZoneDirector version 9.13 syslog event messages.

This guide is written for service operators and system administrators who are responsible for managing, configuring, and troubleshooting Ruckus Wireless 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 Ruckus Wireless 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 Wireless Support Web site at <https://support.ruckuswireless.com/documents>.

Document Conventions

The following two tables list the text and notice conventions that are used throughout this guide.

Table 1. Text conventions

| Convention | Description | Example |
|------------------------------------|--|---|
| <code>monospace</code> | Represents information as it appears on screen | [Device name]> |
| <code>monospace bold</code> | Represents information that you enter | [Device name]> set ipaddr 10.0.0.12 |
| default font bold | Keyboard keys, software buttons, and field names | On the Start menu, click All Programs . |
| <i>italics</i> | Screen or page names | Click Advanced Settings . The <i>Advanced Settings</i> page appears. |

Table 2. Notice conventions

| Notice Type | Description |
|-----------------|--|
| NOTE | Information that describes important features or instructions |
| CAUTION! | Information that alerts you to potential loss of data or potential damage to an application, system, or device |
| WARNING! | Information that alerts you to potential personal injury |

Related Documentation

In addition to this *Reference Guide*, each ZoneDirector documentation set includes the following:

- *User Guide*: Provides instructions for setup, configuration and management of ZoneDirector and ZoneFlex access points.
- *Online Help*: Provides instructions for performing tasks using the ZoneDirector Web interface. The online help is accessible from the Web interface and is searchable.
- *Release Notes*: Provide information about the current software release, including new features, enhancements, and known issues.

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Ruckus Wireless is interested in improving its documentation and welcomes your comments and suggestions. You can email your comments to Ruckus Wireless at:

docs@ruckuswireless.com

When contacting us, please include the following information:

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

For example:

- ZoneDirector 9.13 Syslog Event Message Reference Guide
- Part number: 800-71310-001 Revision A
- Page 88

Syslog Event Messages

1

In this chapter:

- [Syslog Event Messages](#)
- [Enabling Syslog Message Delivery](#)
- [ZoneDirector Syslog Event Messages](#)

Syslog Event Messages

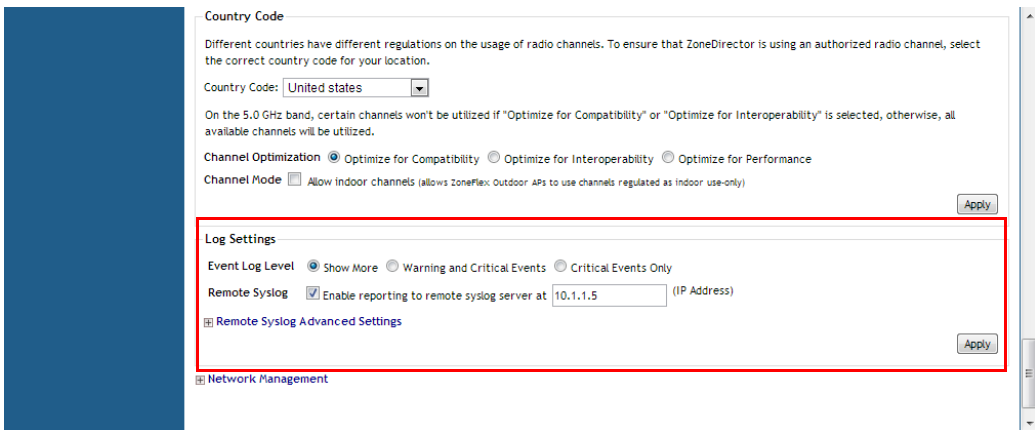
This document describes the syslog warning and event messages that ZoneDirector sends to a syslog server, along with their severity level and recommended actions, where applicable.

The syslog messages are current as of ZoneDirector firmware version 9.13.

Enabling Syslog Message Delivery

To configure ZoneDirector to send event messages to a syslog server, go to **Configure > System** on the ZoneDirector Web interface and scroll down to the *Log Settings* section. Click **Enable reporting to remote syslog server at _____ (IP address)** and enter the IP address of the destination server in the field provided.

Figure 1. Enabling syslog event message delivery

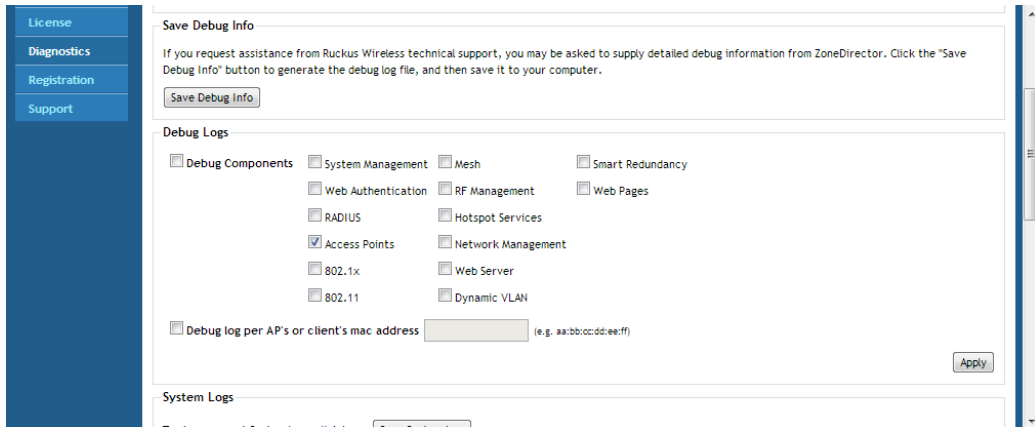


Select the event log level that you would like to receive and click **Apply** to save changes.

Debug Log Settings

You can also select which debug log components should be sent to the syslog server from the **Administration > Diagnostics** page, *Debug Logs* section.

Figure 2. Setting debug logs



These debug messages are not listed in the following table, which lists ZoneDirector event messages only.

Configuring Remote Syslog Advanced Settings

Advanced Syslog settings allow you to override the default Facility Name and Priority Level of messages sent to the syslog server. In this way, users can separate different kinds of syslogs according to the facility name on the syslog server side.

To configure remote syslog advanced settings:

- 1 Go to **Configure > System**.
- 2 Scroll down to *Log Settings*, and expand the **Remote Syslog Advanced Settings** section.
- 3 In **ZoneDirector Settings**, set the facility name as follows:
 - Keep Original: Retain the original facility name.
 - local0 - local7: Specify facility name.
- 4 Set the priority level as follows:
 - All: Include all syslog messages.

- 0(emerg), 1(alert), 2(crit), 3(err), 4(warning), 5(notice), 6(info), 7(debug): Lower numbers indicate higher priority. The syslog server will only receive logs whose priority levels are the same as or lower than the configured level.
- 5 Repeat step 4 for **Managed AP Settings**. ZoneDirector and Access Points can use different facility and priority settings. All managed APs share the same facility and priority settings.

ZoneDirector Syslog Event Messages

The event messages are a subset of the full syslog and are displayed on the *Monitor > All Events/Activities* page. The options in *Configure > System > Log Settings* control the content of the Events/Activities viewer only and not the full syslog (configured in *Administer > Diagnostics*).

Below is a listing of Event log messages.

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|----------------|--|---|
| ZoneDirector service restarted | Warning | No action required. | One of the ZD processes was restarted |
| System warm restarted with {reason} | Warning | No action required. | ZD system restart/reboot |
| System cold restarted | Warning | Contact Ruckus Technical Support if this message appears frequently. | ZD went through a power-cycle |
| System interface {ifindex} linkdown,admin status{ifadmin},adminoper{ifoper}. | Show More | Contact Ruckus Technical Support if this message appears frequently. | ZD's interface (ethernet/bridge) went down |
| System interface {ifindex} linkup,admin status{ifadmin},adminoper{ifoper}. | Show More | No action required. | ZD's interface (ethernet/bridge) came back up |
| System restarted by administrator. | Show More | No action required. | ZD restarted from GUI/CLI by administrator |
| System shutdown by administrator. | Show More | No action required. | ZD shutdown from GUI/CLI by administrator |
| System upgraded. | Show More | No action required. | ZD system upgraded to a different software release |
| SSL certificate replaced by administrator. | Show More | No action required. | ZD's SSL certificate replaced by administrator |
| Intermediate certificate added by administrator. | Show More | No action required. | ZD's intermediate certificate added by admin |
| SSL certificate and private key replaced by administrator for Smart Redundancy. | Show More | No action required. | ZD's SSL certificate and private key replaced by administrator for Smart Redundancy |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|--|---|
| ZD/AP Ruckus PKI certificates installation started by administrator. | Show More | No action required. | ZD/AP certificate upgrade to Ruckus PKI certificates started. |
| Private key and SSL certificate renewed by administrator. | Show More | No action required. | ZD's SSL certificate and private key renewed by administrator |
| Failed to install ZD/AP Ruckus PKI certificates. | Warning | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | Failed to install Ruckus PKI certificate |
| ZD/AP Ruckus PKI certificates successfully installed on ZoneDirector. | Warning | No action required. | ZD/AP certificate upgrade to Ruckus PKI certificates successful. |
| System configuration restored by administrator. | Show More | No action required. | ZD's system configuration restored by administrator |
| System configuration restored to factory default by administrator. | Show More | No action required. | ZD's system default configuration restored by administrator |
| System uses DHCP to obtain IP address. | Show More | No action required. | ZD is using DHCP to obtain system IP address. |
| System uses Auto Configuration to obtain IPv6 address. | Show More | No action required. | ZD is using IPv6 auto-configuration to obtain system IP address. |
| System IP mode is set to {ipmode}. | Show More | No action required. | ZD system ipmode set. |
| System IP address is set to {ip}. | Warning | No action required. | ZD's system IP address was set by administrator |
| System IP address is set to {ip}. | Show More | No action required. | ZD's system IP address was set by administrator |
| IPv6 address of the system is set to {ipv6}. | Show More | No action required. | ZD's system IP address(IPv6) was set by administrator |
| System name is set to {hostname}. | Show More | No action required. | ZD's system name is set/changed |
| Admin password changed from {ip}. | Show More | No action required. | ZD's admin password has changed |
| Admin has completed the Installation Wizard. | Show More | No action required. | Administrator has completed the installation wizard |
| ZD image has been upgraded from {old-version} to {new-version} | Warning | No action required. | ZD's image has been upgraded from <version-1> to <version-2> |
| ZD upgrade failed rollback to {old-version} | Warning | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | ZD's image failed to rollback to version mentioned |
| ZD upgrade failed, a system reboot is required to rollback to {old-version} | Warning | Reboot ZoneDirector and try again. If you encounter this message frequently, contact Ruckus Technical Support. | ZD's image upgrade failed, system reboot is required to rollback to version mentioned |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|--|-----------------------|--|---|
| ZD upgrade failed, please try again | Warning | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | ZD's image upgrade failed, please try again. |
| ZD {image} image integrity check passed. | Show More | No action required. | ZD's image integrity check passed |
| ZD {image} image is corrupted, use Software Upgrade to repair | Warning | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | ZD's image appears corrupted, please try software upgrade menu to repair system to known image state. |
| ZD auto-recovery successful | Show More | No action required. | ZD's auto-recovery succeeded |
| ZD auto-recovery failed | Critical | Contact Ruckus Technical Support. | ZD's auto-recovery failed |
| ZD's dhcp pool is full | Show More | Expand the DHCP pool or remove clients from the existing pool. | ZD's current DHCP pool is full, no new clients can be admitted unless existing clients are removed or pool is expanded. |
| ZD's dhcp pool is abundant | Show More | No action required. | ZD's current DHCP pool has enough entries to service clients. |
| FM user{fm_user} logs in from {ip} | Show More | No action required. | FM: login by user specified was successful and was from IP address in message. |
| FM user{fm_user} logs in failure from {ip} | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | FM: login by user specified was a failure. |
| {admin} logs in from {ip} | Show More | No action required. | ZD's admin logged in from IP address specified. |
| {admin} logs in failure from {ip} | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | ZD's admin login failed. |
| Unable to authenticate {admin} from {ip} using the specified authentication server (connection error or timeout) | Warning | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | ZD:Unable to authenticate admin (from IP address) using specified authentication server. |
| {admin} is locked out for 1 hour (20 failed login attempts in 5 minutes) | Warning | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | ZD:Admin is locked out for 1 hour from logging in. |
| {admin} logged out from {ip} | Show More | No action required. | ZD:Admin has logged out (from IP address) |
| All clients disconnected by admin | Show More | No action required. | ZD: All clients disconnected by administrator. |
| Administrator initiates an active scan from all AP's | Show More | No action required. | ZD admin initiates a scan request for all AP's. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|--|---|
| Administrator initiates an active scan from {ap} | Show More | No action required. | ZD admin initiates a scan request for specified AP. |
| Temporary license {name} has expired and all features of this license are disabled | Critical | Contact Ruckus Technical Support to acquire a permanent license. | ZD: temp license has expired and all features dependent on this are disabled. |
| Temporary license {name} will expire within one day | Warning | Contact Ruckus Technical Support to acquire a permanent license. | ZD: temp license will expire in 1 day. |
| Temporary license {name} will expire within two days | Show More | Contact Ruckus Technical Support to acquire a permanent license. | ZD: temp license will expire in 2 days. |
| Rogue DHCP server detector enabled | Show More | No action required. | ZD: Rogue DHCP server detector process enabled |
| Rogue DHCP server detector disabled | Show More | No action required. | ZD: Rogue DHCP server detector process disabled |
| Rogue DHCP server detector detected | Show More | Locate the rogue DHCP server and disconnect it from the network. | ZD: A rogue DHCP server detected. |
| Rogue DHCP server detected on {ip} | Critical | Locate the rogue DHCP server and disconnect it from the network. | ZD: Rogue DHCP server detected at IP address specified. |
| DHCP server enabled with IP range from {ip-start} to {ip-end} | Show More | No action required. | ZD: DHCP server enabled with IP range specified. |
| Failed to enable DHCP server | Warning | Recheck your DHCP server settings. | Failed to enable DHCP server. |
| DHCP server disabled | Show More | No action required. | ZD: DHCP server disabled |
| FlexMaster management enabled from {url} | Show More | No action required. | ZD: FlexMaster management enabled from specified URL. |
| FlexMaster management disabled | Show More | No action required. | ZD: FlexMaster management disabled |
| SNMP agent v2c enabled with RO-community {ro-community} and RW-community {rw-community} | Show More | No action required. | ZD: SNMP agent version 2 enabled with Read-Only community and Read-Write community specified. |
| SNMP agent v2c and v3 disabled | Show More | No action required. | ZD: SNMP agent version 2 and version 3 disabled |
| SNMP v2 Trap enabled with server {trap-ip} | Show More | No action required. | ZD: SNMP version 2 Trap enabled with server IP specified |
| SNMP v2c and v3 Trap disabled | Show More | No action required. | ZD: SNMP version 2 and version 3 Trap disabled |
| Set AP management VLAN to {vlan} by admin from {ip} | Show More | No action required. | ZD: AP management VLAN was set by admin from IP address specified. |
| AP management VLAN setting disabled by admin from {ip} | Show More | No action required. | ZD: AP management VLAN setting was disabled by admin from IP address specified. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|--|---|
| AP management VLAN enabled with AP settings by admin from {ip} | Show More | No action required. | ZD: AP management VLAN enabled with AP settings by administrator from IP address specified. |
| ZoneDirector management VLAN enabled with {vlan} by admin from {ip} | Show More | No action required. | ZD: ZoneDirector management VLAN enabled with VLAN by admin from IP address specified. |
| ZoneDirector management VLAN disabled by admin from {ip} | Show More | No action required. | ZD: ZoneDirector management VLAN disabled by admin from IP address specified. |
| Admin from {ip} change to provision all AP's with primary ZoneDirector {ip1} and secondary ZoneDirector {ip2} | Show More | No action required. | ZD: Administrator provisioned all AP's with primary ZoneDirector [IP] and secondary ZoneDirector [IP] |
| Admin from {ip} change to provision all AP's with primary ZoneDirector {ip1} | Show More | No action required. | ZD: Administrator provisioned all AP's with primary ZoneDirector IP address. |
| Admin from {ip} remove AP's primary and secondary ZoneDirector settings | Show More | No action required. | ZD: Administrator removed AP's primary and secondary ZoneDirector settings |
| Additional management interface {ip} created | Show More | No action required. | ZD: Additional management interface with IP address specified was created |
| Additional management interface {ip} removed | Show More | No action required. | ZD: Additional management interface with IP address specified was removed. |
| Additional management interface {ip} updated | Show More | No action required. | ZD: Additional management interface with IP address specified was updated. |
| Additional IPV6 management interface {ipv6} created | Show More | No action required. | ZD: Additional IPV6 management interface specified was created. |
| Additional IPV6 management interface {ipv6} removed | Show More | No action required. | ZD: Additional IPV6 management interface specified was removed. |
| Additional IPV6 management interface {ipv6} updated | Show More | No action required. | ZD: Additional IPV6 management interface specified was updated. |
| Smart Redundancy is {type} | Show More | No action required. | ZD: Smart Redundancy is enabled or disabled. |
| [Smart Redundancy] Peer Device IP Address changed by Administrator | Show More | No action required. | ZD:Ip Address of active OR standby ZD has been changed by administrator. |
| [Smart Redundancy] Shared Secret changed by Administrator | Show More | No action required. | ZD: Smart Redundancy Shared Secret (required to establish SR Connection) changed by Administrator |
| {admin} tried to perform an unauthorized task | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | ZD: Administrator does not have permission to perform this task. |
| Enable remote syslog with server {srvip} by admin from {ip} | Show More | No action required. | ZD: Administrator has enabled the remote logging of syslog message. |
| Disable remote syslog by admin from {ip} | Show More | No action required. | ZD: Administrator has disabled the remote logging of syslog message. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|--|---|
| SNMP request from user-name {user-name} failed authentication | Critical | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | SNMP authentication failed when initiated by {user-name} |
| SNMP agent v3 enabled, register user {v3-user-name} with role of {v3-user-role} | Show More | No action required. | snmpv3 agent enabled. |
| SNMP agent started: v2c {v2-enable}, v3 {v3-enable} | Show More | No action required. | snmpv3 and v2c agents started. |
| SNMP v3 Trap enabled with server {trap-ip} security user {name} | Show More | No action required. | snmpv3 trap is enabled. ZD will sent notification to SNMP server. |
| System is recovered from failure | Critical | No action required. | System is recovered from some process failure... |
| Bonjour service enabled | Show More | No action required. | Bonjour service has been enabled. |
| Bonjour service disabled | Show More | No action required. | Bonjour service has been disabled. |
| Enable Telnet service | Show More | No action required. | ZD: Administrator has enabled Telnet service on ZD. |
| Bonjour service is disabled when Bonjour Gateway is enabled | Show More | No action required. | Bonjour service disabled when Bonjour Gateway enabled. |
| Disable Telnet service | Show More | No action required. | ZD: Administrator has disabled Telnet service on ZD. |
| LBS ZD sent Start Ruckus Location Service: apgroup={apg-name}, venue={venue} | Show More | No action required. | Location service enabled. |
| MSG_admin_disable_location=LBS ZD sent Stop Ruckus Location Service: apgroup={apg-name}, venue={venue} | Show More | No action required. | Location service disabled. |
| MSG_lbs_ZD_LS_connection_up=LBS the connection becomes up between ZD and LS: url={ls-url}, port={ls-port} | Show More | No action required. | Location service connection is up. |
| MSG_lbs_ZD_LS_connection_down=LBS the connection becomes down between ZD and LS: url={ls-url}, port={ls-port}, reason={down-reason} | Show More | No action required. | Location service connection is down. |
| MSG_lbs_receive_cmd_footfall=LBS ZD receives passive tracking footfall command: parameters={parameters} | Show More | No action required. | ZD receives passive tracking footfall command. |
| MSG_lbs_receive_cmd_calibration=LBS ZD receives passive tracking calibration command: parameters={parameters} | Show More | No action required. | ZD receives passive tracking calibration command. |
| MSG_lbs_no_response_from_LS=LBS ZD did not receive response from LS: url={ls-url}, port={ls-port} | Show More | No action required. | ZD did not receive response from LS. |
| MSG_lbs_bridge_auth_failed=LBS ZD-LS authentication failed: url={ls-url}, port={ls-port} | Show More | No action required. | ZD-LS authentication failed. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|---------------------|--|
| MSG_lbs_connection_dropped=LBS ZD-LS connection dropped: url={ls-url}, port={ls-port} | Show More | No action required. | ZD-LS connection dropped. |
| Mesh name changed by admin from {ip} | Show More | No action required. | Mesh SSID has been changed by admin. |
| Mesh passphrase changed by admin from {ip} | Show More | No action required. | Mesh passphrase changed by admin from IP(address). |
| Enable global client isolation by admin from {ip} | Show More | No action required. | Enabling of global client isolation by admin from IP (address). |
| Disable global client isolation by admin from {ip} | Show More | No action required. | Disabling of global client isolation by admin at IP(address). |
| Enable mesh packet forwarding filter by admin from {ip} | Show More | No action required. | Admin has enabled mesh packet forwarding filter. |
| Disable mesh packet forwarding filter by admin from {ip} | Show More | No action required. | Admin has disabled mesh packet forwarding filter. |
| Modify rules of mesh packet forwarding filter by admin from {ip} | Show More | No action required. | Admin has modified mesh packet forwarding filter. |
| Enable ARP broadcast filter with rate limiting threshold {range} by admin from {ip} | Show More | No action required. | Admin has enabled the AP to limit the ARP broadcast on network. This will help reduce flooding of ARP packets on network. |
| Disable ARP broadcast filter by admin from {ip} | Show More | No action required. | Enable ARP broadcast filter with rate limiting threshold |
| {authsvr} modified by admin from {ip} | Show More | No action required. | Authentication server (Radius Server) details is modified by admin. |
| {authsvr} created by admin from {ip} | Show More | No action required. | Authentication server (Radius Server) details is added by admin. |
| {authsvr} deleted by admin from {ip} | Show More | No action required. | Authentication server (Radius Server) details is deleted by admin. |
| all AAA servers RADIUS statistics recorded {period} are reseted from {ip} | Show More | No action required. | All Radius statistics reset by user. |
| AAA server {svr-name} RADIUS statistics recorded {period} are reseted from {ip} | Show More | No action required. | Radius statistics for specific server reset by user. |
| AAA server {svr-name} {role} RADIUS statistics recorded the AAA server {svr- name} {svr-ip} RADIUS statistics recorded {period} are reseted from {ip}{period} are reseted from {ip} | Show More | No action required. | Radius statistics for specific Radius server and specific time period reset by user. |
| all WLANs RADIUS statistics recorded {period} are reseted from {ip} | Show More | No action required. | All WLANs Radius statistics for a specific time period reset by user. |
| WLAN {wlan-name} RADIUS statistics recorded {period} are reseted from {ip} | Show More | No action required. | Specific WLAN Radius statistics for a specific time period reset by user. |
| {user-name} from {ip} failed to log in for guest pass generation | Show More | No action required. | Login for guest pass generation is failed. |
| {user-name} from {ip} failed to log in for wireless access provisioning | Show More | No action required. | User login from IP address specified failed. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|--|-----------------------|--|--|
| {user} from {ip} failed to log in. No permission or incorrect credentials. | Show More | No action required. | User login failed due to lack of permission or incorrect credentials. |
| {user} failed to log in. No permission or incorrect credentials. | Show More | No action required. | User login failed due to lack of permission or incorrect credentials. |
| Unable to authenticate {user-name} from {ip} using the specified authentication server (connection error or timeout) | Warning | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | User authentication failed from radius server specified. Check the user name and password. |
| Radius server {server} has not responded to multiple requests. {reason}. | Warning | Check the RADIUS server settings. | Radius server has not responded to multiple requests. Check if the radius server is up or not. Capture the packets at radius server to verify whether server is receiving the request message. |
| Registering wlan {wlan-name} to Facebook. | Show More | No action required. | WLAN registration with facebook.com started. |
| Register wlan {wlan-name} to Facebook success. | Show More | No action required. | WLAN registration with facebook.com successful. |
| Register wlan {wlan-name} to Facebook failed. | Warning | Retry. Ensure connectivity to facebook.com | WLAN registration with facebook.com failed. |
| Please click the "Configure" button on the side of "Facebook" Social Media Login to configure settings on Facebook.com | Show More | Facebook settings have not yet been configured. | Click the "Configure" button on the side of "Facebook" Social Media Login to configure settings on Facebook.com. |
| The maximum of Facebook WiFi wlan in one ZD is {num}. | Warning | Reduce the number of Facebook WiFi WLANs and try again. | Facebook WiFi WLAN not created because the max number of Facebook WiFi WLANs has been reached. |
| Receive reauth response from Facebook failed, need to delete all stations in this request. | Warning | No action required. | No reauthorization response received from Facebook.com. All stations in this request will be deleted. |
| Delete User{sta-mac} from {wlan} at {ap} due to facebook wifi wlan time out. | Warning | No action required. | Facebook WiFi user timeout; station deleted. |
| {user} from {ip} approved for guest access (guest pass was generated by {created-by}) | Show More | No action required. | User from IP (address) has been approved for guest access. |
| Guest from {ip} approved for guest access | Show More | No action required. | User has been approved for guest access. |
| There is no credit, please recharge your account. | Show More | Recharge your account. | Credit exhausted, recharge your account. |
| {ap} is assigned to {apgroup} | Warning | No action required. | AP is moved to a specified AP group. |
| {ap} initial provisioning {apgroup} is undefined; AP assigned to system default group | Warning | No action required. | AP group specified not found, hence default AP group has been assigned. |
| {ap} joins with uptime {uptime} s | Warning | No action required. | AP Joined ZD with uptime specified in secs. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|---|---|
| {ap} joins with uptime {uptime} s and last disconnected reason {reason} | Warning | No action required. | AP Joined ZD with uptime secs and last disconnected reason Heartbeat loss/application reboot/power cycle/Release AP Cmd/reset button/ |
| {ap} fails to join | Warning | Factory reset the AP and try again. | AP fails to join ZD. Trying factory reset of AP may enable it to join ZD. |
| Model{model} is not supported; connection request from {ap} refused | Warning | This AP model is not supported with this version of ZoneDirector. Downgrade ZoneDirector to a version that supports this AP model, or upgrade AP to a supported model." | AP model unsupported. ZD refused connection request. |
| Discover request from {ap} refused; AP limit reached. | Warning | Delete APs from the list to allow new APs to join. | Discover request from AP failed since AP limit has been reached. |
| Connection request from {ap} refused; AP limit reached. | Warning | Delete APs from the list to allow new APs to join. | Connection request from AP failed since AP limit has been reached. |
| Connection request from {ap} refused; country code mismatch. | Warning | Set the AP country code to the same code used by ZoneDirector and try again. | Connection request failed from AP, due to country code mismatch. |
| {ap} Configuration update request failed. | Critical | Verify connectivity between AP and ZoneDirector. | AP request for configuration update failed. |
| Hardware problem detected during {ap} attempt to join {reason}. | Critical | Contact Ruckus Technical Support. | ZD discovered number of radio supported on AP is ZERO, so join failed. |
| {ap} heartbeats lost | Warning | If you encounter this message frequently, contact Ruckus Technical Support. | AP has not received echo(heartbeat) response from ZD. |
| Lost contact with {ap} | Critical | Check the AP uplink connection (wired or mesh). | ZD is getting Ping request from AP. |
| {ap} cold boot successfully | Show More | If you encounter this message frequently, contact Ruckus Technical Support. | Power Cycle boot. |
| {ap} warm boot successfully,last reboot reason {reason}. | Show More | No action required. | Reboot command from AP CLI. |
| {ap}'s CPU utilization exceeds threshold. | Warning | If you encounter this message frequently, contact Ruckus Technical Support. | AP's CPU utilization exceeds normal thresholds. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|--|----------------|---|--|
| {ap}'s Memory utilization exceeds threshold. | Warning | If you encounter this message frequently, contact Ruckus Technical Support. | AP's Memory utilization exceeds normal thresholds. |
| {ap}'s CPU clear warning that cpu utilization is too high. | Warning | No action required. | AP's CPU is getting overloaded, service may be impacted. |
| {ap}'s MEM clear warning that mem utilization is too high. | Warning | No action required. | AP's memory utilization is getting overloaded, service may be impacted. |
| {ap}'s online client number is {value} which exceeds threshold{ | Show More | No action required. | Number of clients on AP have exceeded threshold limits indicating AP is getting overloaded. |
| {ap} can not support DFS channel {channel}. | Warning | Set channels to non-DFS channels. | AP does support DFS channel specified. |
| {ap} can not support C-Band channel {channel}. | Warning | No action required. | AP does not support C-Band channels (149 – 161). |
| {ap} download USB Software Package Vendor-ProdID-Version {vid_pid} failed. | Warning | If you encounter this message frequently, contact Ruckus Technical Support. | USB software package download failed. |
| {ap} downloaded USB Software Package Vendor-ProdID-Version {vid_pid} successfully. | Show More | No action required. | USB software package download was successful. |
| the USB Software Package Vendor-ProdID-Version {vid_pid} on {ap} is overridden. | Show More | No action required. | USB software package overridden successfully. |
| {ap} state set to {new-state} with downlink {downlink-state} | Show More | No action required. | AP in new state <state> with downlink <state>. AP could be failing to join due to incorrect configuration. Remove its record from the system. |
| {ap} state set to {new-state} on channel {channel-radio} with downlink {downlink-state} | Show More | No action required. | AP new state (RAP/ISLAND/MAP WAITING/MAP/e-MAP/Down/(Mesh/eMesh Forming), on channel <xx> with down link Enabled/Disabled. |
| {ap} state set to {new-state} uplinks to {meshap} across {hops} hops with downlink {downlink-state} | Show More | No action required. | AP new state (RAP/ISLAND/MAP WAITING/MAP/e-MAP/Down/(Mesh/eMesh Forming), on channel <xx> with down link Enabled/Disabled. |
| {ap} state set to {new-state} uplinks to {meshap} across {hops} hops on channel {channel-radio} with downlink {downlink-state} | Show More | No action required. | AP new state (RAP/ISLAND/MAP WAITING/MAP/e-MAP/Down/(Mesh/eMesh Forming), uplink to mesh AP(name) with number of hops on channel <xx> with down link Enabled/Disabled. |
| Mesh {ap} connects to Mesh {meshap} with RSSI {rssi} across {mesh-depth} links | Show More | No action required. | Mesh AP connected to another Mesh AP with RSSI <x> and hops <y> |
| Mesh {ap} connects to Root {rootap} with RSSI {rssi} across {mesh-depth} links | Show More | No action required. | Mesh AP connected to Root AP with RSSI <rssi> and hops <x> |
| Mesh {ap} accepts Mesh {meshap} connection | Show More | No action required. | Mesh AP accepted connection from another Mesh AP |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|---|--|
| Root {ap} accepts Mesh {meshap} connection | Show More | No action required. | Root AP accepted connection from another Mesh AP |
| Mesh {meshap} fails to connect to {ap} (authentication invalid) | Show More | Check the authentication settings on the uplink AP. | Mesh AP failed authenticating to Root AP |
| Mesh {meshap} disconnects from {ap} | Show More | If you encounter this message frequently, contact Ruckus Technical Support. | Mesh AP disconnected from Root AP |
| Mesh {ap} disconnects from uplink {meshap} | Critical | If you encounter this message frequently, contact Ruckus Technical Support. | Mesh AP disconnected from uplink Mesh AP |
| Isolated Mesh {ap} detected | Show More | See User Guide for instructions on isolated Mesh AP recovery. | Isolated /unconnected Mesh AP detected |
| eMesh {ap} connects to Mesh {meshap} across {mesh-depth} links {rea} | Critical | No action required. | eMesh AP connected to Mesh AP across hops <x> |
| Mesh {ap} connects to eMesh {linkap} with RSSI {rssi} across {mesh-depth} links {rea} | Critical | No action required. | Mesh AP connected to eMesh AP with RSSI <rssi> across hops <x> |
| Mesh {ap} accepts eMesh {linkap} connection | Show More | No action required. | Mesh AP accepted connection from eMesh AP |
| eMesh {ap} accepts Mesh {meshap} connection | Show More | No action required. | eMesh AP accepted connection from Mesh AP |
| eMesh {ap} disconnects from uplink Mesh {meshap} | Critical | Check the connection to the uplink AP. | eMesh AP disconnected from uplink Mesh AP |
| Mesh {ap} disconnects from uplink eMesh {linkap} | Critical | Check the connection to the uplink AP. | Mesh AP disconnected from uplink eMesh AP |
| eMesh {linkap} disconnects from Mesh {ap} | Critical | Check the connection to the uplink AP. | eMesh AP disconnected from Mesh AP specified |
| Mesh {meshap} disconnects from eMesh {ap} | Critical | Check the connection to the uplink AP. | Mesh AP disconnected from eMesh AP specified. |
| {ap} accepts Mesh {meshap} with {hops} hops (hop count exceeds the threshold {threshold} hops). | Warning | Place more wired APs to reduce the number of hops. | Root AP accepted connection from Mesh AP - but hop count exceeded |
| {ap} accepts Mesh {meshap} and current AP's downlinks {fanout} exceeds threshold {threshold}. | Warning | Place more wired APs to reduce the number of hops. | Root AP accepted connection from Mesh AP - but downlink hop count exceeded |
| {ap} deleted by administrator | Show More | No action required. | AP deleted by Admin |
| {ap} restarted by administrator | Show More | No action required. | AP restated by Admin |
| {ap} is removed from ZD for Migration by administrator | Warning | No action required. | AP removed by Admin for migration. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|--|--|
| {ap} released by administrator | Warning | No action required. | AP released by Admin |
| {ap} reset to factory default by administrator | Show More | No action required. | AP reset to factory default by administrator |
| {ap} reset to enable mesh function | Show More | No action required. | AP has been reset to enable mesh function |
| {ap} reset to disable mesh function | Warning | No action required. | AP has been reset to disable mesh function |
| {ap} reset due to country code change | Show More | No action required. | AP reset due to country code change |
| {ap} reset due to channel compatibility change | Show More | No action required. | AP reset due to channel compatibility change |
| {ap} reset due to management vlan change | Show More | No action required. | AP reset due to management vlan change |
| {ap} reset due to valid work time expired | Warning | No action required. | AP reset due to valid work time expiration |
| {ap} reset due to IP address change | Warning | No action required. | AP reset due to IP address change |
| {ap} radio band change from {ori_band} to {new_band} | Warning | No action required. | AP radio band change occurred |
| {ap} reset due to radio band change from {ori_band} to {new_band} | Warning | No action required. | AP radio band change occurred |
| {ap} joins with radio band {ap-band}, set to {zd-band} | Warning | No action required. | AP radio band change occurred |
| {ap} reset due to mesh mode change | Warning | No action required. | AP reset due to mesh mode change |
| {ap} reset due to WLAN migration | Warning | No action required. | AP reset due to WLAN migration |
| The IP type of {ap} is PPPoE, which does not support mesh. | Warning | Set the AP IP type to non-PPPoE. | The IP type of AP is PPPoE, which does not support mesh |
| {ap} reset because its configuration is out of sync with ZoneDirector | Show More | No action required. | AP reset because its configuration is out of sync with ZoneDirector |
| A new {ap} requests to join and is automatically approved | Show More | No action required. | AP requests to join and is automatically approved |
| A new {ap} requests to join, pending approval of administrator | Warning | Approve the AP join request. | AP requests to join, pending approval of administrator |
| {ap} fails to join because of incorrect configuration; unable to authenticate this AP. | Warning | Factory reset the AP and allow it to rejoin. | AP fails to join because of incorrect configuration; unable to authenticate this AP. |
| An previously known {ap} fails to join due to incorrect configuration. Remove its record from the system. | Warning | Delete the AP from the AP list and allow it to rejoin. | A previously known AP fails to join due to incorrect configuration. Remove its record from the system. |
| An {ap} fails to join because uplink Mesh {meshap} not found. | Warning | Check the status of the uplink Mesh AP. | AP fails to join because uplink Mesh AP not found. |
| Allow {ap} to join and its uplink {meshap} is not found. | Warning | Check the status of the uplink Mesh AP. | AP was allowed to join but its uplink AP is not found. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|---|---|
| {ap} detects interference on radio {radio} and switches from channel {from-channel} to channel {to-channel}. | Show More | No action required. | AP detects interference on radio band and switches channels |
| Provision {ap} with primary ZoneDirector {primary-ip} | Warning | No action required. | AP is provisioning with primary ZoneDirector |
| Provision {ap} with primary ZoneDirector {primary-ip} and AP Group {group} | Warning | No action required. | AP is provisioning with primary ZoneDirector in specific AP Group |
| Provision {ap} with primary ZoneDirector {primary-ip} and secondary ZoneDirector {secondary-ip} | Warning | No action required. | AP is provisioning with primary and secondary ZoneDirectors |
| Provision {ap} with primary ZoneDirector {primary-ip}, secondary ZoneDirector {secondary-ip} and AP Group {group} | Warning | No action required. | AP is provisioning with primary and secondary ZoneDirectors in specific AP group |
| {ap} has been moved to primary ZoneDirector {primary-ip} | Warning | No action required. | AP has been moved to primary ZoneDirector |
| {ap} has been moved to primary ZoneDirector {primary-ip} and secondary ZoneDirector {secondary-ip} | Warning | No action required. | AP moved to primary ZoneDirector and secondary ZoneDirector |
| Delete {ap} move-ap action | Warning | No action required. | No information available. |
| {ap} has moved to primary ZoneDirector {primary-ip} | Warning | No action required. | AP has been moved to primary ZoneDirector |
| {ap} has incomplete primary addr/secondary addr settings when ZoneDirector keeps AP's primary and secondary addresses settings. | Show More | Check the primary/secondary ZoneDirector address settings on the AP, or configure Limited ZD Discovery to not keep AP's primary/secondary address settings. | AP has incomplete primary and secondary address settings from the ZD |
| The ChannelFly {ap} detects interference on radio {radio} and switches from channel {from-channel} to channel {to-channel}. | Show More | No action required. | The ChannelFly AP detects interference on radio band and switches channels |
| {ap} detects radar burst on radio {radio} and channel {dfs-channel} goes into non-occupancy period. | Show More | No action required. | AP detects radar burst on radio channel and shuts channel for non-occupancy interval. |
| {ap} non-occupancy period expires on radio {radio} and switches back to channel {to-channel}. | Show More | No action required. | AP non-occupancy period expires on radio channel and service is restored |
| {ap} detects interference on radio {radio} and changes transmit power from {from-tx} power to {to-tx} power. | Show More | No action required. | AP detects interference on radio channel and lowers transmit power accordingly |
| {ap} detects less interference on radio {radio} and changes transmit power from {from-tx} power to {to-tx} power. | show More | No action required. | AP detects less interference on radio channel and raises transmit power accordingly |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|---|--|
| SpeedFlex: {ap} to {apto} - downlink {downlink}, uplink {uplink} | Show More | No action required. | SpeedFlex: AP to AP down link and uplink throughput results |
| SpeedFlex: {ap} to {apto} - downlink {downlink} | Show More | No action required. | SpeedFlex: AP to AP downlink throughput results |
| SpeedFlex: {ap} to {apto} - uplink {uplink} | Show More | No action required. | SpeedFlex: AP to AP uplink throughput results |
| SpeedFlex: {ap} to ZoneDirector - downlink {downlink}, uplink {uplink} | Show More | No action required. | SpeedFlex: AP to ZD down link and uplink throughput results |
| SpeedFlex: {ap} to ZoneDirector - downlink {downlink} | Show More | No action required. | SpeedFlex: AP to ZD downlink throughput results |
| SpeedFlex: {ap} to ZoneDirector - uplink {uplink} | Show More | No action required. | SpeedFlex: AP to ZD uplink throughput results |
| {ap} Cable Modem interface is down. | Critical | Reboot the Cable Modem interface. If you encounter this message frequently, contact Ruckus Technical Support. | Cable Modem interface is down |
| {ap} Cable Modem restarted by administrator. | Show More | No action required. | Cable Modem restarted by admin. |
| ZD {ip} sends heartbeat to NMS periodically. | Warning | No action required. | ZD sent message to Network Management System (SNMP trap) |
| A new {rogue} with {ssid} is detected | Critical | Locate the rogue AP and disconnect it from the network. | Rogue AP detected with specific SSID |
| {rogue}/{ip} with {ssid} is detected by {ap} on the local wired network | Critical | Locate the rogue AP and disconnect it from the network. | Rogue AP(IP) detected with specific SSID on wired network |
| A new ad-hoc network {adhoc} with {ssid} is detected | Warning | Locate the rogue AP and disconnect it from the network. | An ad-hoc, SSID-spoofing, MAC-spoofing, Same-Network or User-Defined Rogue AP is identified as a Rogue AP and is rejected. |
| A new user blocked {rogue} with {ssid} is first detected by {ap}. | Warning | Locate the rogue AP and disconnect it from the network. | Same as above. |
| A new SSID-spoofing {rogue} with {ssid} is first detected by {ap} | Critical | Locate the rogue AP and disconnect it from the network. | Same as above. |
| A new MAC-spoofing {rogue} with {ssid} is first detected by {ap} | Critical | Locate the rogue AP and disconnect it from the network. | Same as above. |
| A new Same-Network {rogue} with {ssid} is first detected by {ap} | Warning | Locate the rogue AP and disconnect it from the network. | Same as above. |
| A {rogue} with {ssid} interferes with {ap} on channel {channel}. | Warning | Locate the rogue AP and disconnect it from the network. | Rogue AP is detected and rejected by RW AP. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|--|-----------------------|--|---|
| A Malicious {rogue} detection by {ap} goes away | Critical | No action required. | ZD uses a malicious rogue AP list to store the bssid of malicious AP |
| {ap} detects excessive probe requests on radio {radio}. | Warning | Possible DoS attack. | Possible attack, notification to 802.11 trace mgmt |
| {ap} detects excessive 802.11 management frames on radio {radio}. | Warning | Possible DoS attack. | Possible attack, notification to 802.11 trace mgmt |
| {ap} joins with different firmware/custom file version and is being upgraded. | Warning | No action required. | AP joins with different firmware version and is being upgraded. |
| {ap} image has been upgraded from {old-ver} to {new-ver} | Show More | No action required. | AP image has been upgraded from <version1> to <version2> |
| {ap} image has been upgraded from {old-ver} to {new-ver} after {err-cnt} retries. | Show More | No action required. | AP image has been upgraded from <version1> to <version2> after <count> retries. |
| Failed to upgrade {ap} image from {old-ver} to {new-ver} | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | AP version upgrade failed. Try again. |
| Failed to upgrade {ap} image from {old-ver} to {new-ver}, possibly due to incorrect IP address on AP. | Show More | Check the AP's IP address settings. | AP version upgrade failed. |
| Failed to upgrade {ap} image from {old-ver} to {new-ver} after {err-cnt} retries | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | AP version upgrade failed. Try again. |
| {ap} backup image has been upgraded from {old-ver} to {new-ver} | Show More | No action required. | AP backup image has been upgraded from <version1> to <version2> successfully. |
| {ap} backup image has been upgraded from {old-ver} to {new-ver} after {err-cnt} retries. | Show More | No action required. | AP backup image upgraded successfully. |
| {ap} backup image has been upgraded from {old-ver} to {new-ver} after {err-cnt} retries. | Show More | No action required. | AP backup image upgraded successfully after x number of retries. |
| Failed to upgrade {ap} backup image from {old-ver} to {new-ver} | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | AP backup image upgrade failed. Try again. |
| Failed to upgrade {ap} backup image from {old-ver} to {new-ver}, possibly due to incorrect IP address on AP. | Show More | Check the AP's IP address settings. | AP backup image upgrade failed. |
| Failed to upgrade {ap} backup image from {old-ver} to {new-ver} after {err-cnt} retries | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | AP backup image upgrade failed. Try again. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|--|--|
| {ap} custom file has been upgraded to {new-custom}. | Show More | No action required. | AP custom file has been upgraded successfully. |
| Fail to upgrade {ap} custom file to {new-custom}. | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | custom file upgrade failed. Try again. |
| Ruckus PKI certificate of {ap} upgraded. | Show More | No action required. | AP's Ruckus PKI certificate installed or upgraded. |
| Failed to upgrade Ruckus PKI certificate of {ap}. | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | AP's Ruckus PKI certificate upgrade failed. |
| Receiving System Info from {ap} | Show More | No action required. | ZD received system info from AP |
| Receiving Cable Modem Info from {ap} | Show More | No action required. | ZD received cable modem info from AP |
| Failed to initialize the configuration of all APs because AP limit exceeded. | Critical | Delete APs from the list to allow new APs to join. | Too many AP's tried to join to ZD. Exceeded AP limit. |
| Receiving RF Info from {ap} | Show More | No action required. | ZD received RF info from AP |
| Imported {ap-cnt} APs from backup configuration, {new-apg-cnt} of them AP-group mismatch, {new-wlg-cnt} of them wlan-group mismatch | Show More | No action required. | Imported configuration (from backup) has too many AP's. |
| {apgrp} modified by admin from {ip} | Show More | No action required. | AP group is modified by an admin |
| {apgrp} created by admin from {ip} | Show More | No action required. | AP group is created by an admin |
| {apgrp} deleted by admin from {ip} | Show More | No action required. | AP group is deleted by an admin |
| {apgrp} of the imported backup configuration is undefined. | Show More | Create the relevant AP Group and import again. | AP group imported from backup configuration undefined. |
| {wlan} modified by admin from {ip} | Show More | No action required. | Wlan is modified by an admin. |
| {wlan} created by admin from {ip} | Show More | No action required. | Wlan is created by an admin. |
| {wlan} deleted by admin from {ip} | Show More | No action required. | Wlan is deleted by an admin. |
| {wlan} enabled by administrator. | Show More | No action required. | WLAN is enabled by admin. |
| {wlan} disabled by administrator. | Show More | No action required. | WLAN is disabled by admin. |
| {wlan} enabled according to service schedule. | Show More | No action required. | WLAN is enabled by service schedule. |
| {wlan} disabled according to service schedule. | Show More | No action required. | WLAN is disabled by service schedule. |
| The role {role} is modified by admin, so disconnect the station in this role. | Show More | No action required. | Role is modified by admin, all currently connected stations with this role disconnected. |
| {role} enabled by administrator. | Show More | No action required. | Role is enabled by admin. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|--|-----------------------|--|--|
| {role} disabled by administrator. | Show More | No action required. | Role is disabled by admin. |
| {role} enabled according to time range. | Show More | No action required. | Role is enabled by time range. |
| {role} disabled according to time range. | Show More | No action required. | Role is disabled by time range. |
| {wlangrp} modified by admin from {ip} | Show More | No action required. | Wlan group is modified by an admin. |
| {wlangrp} created by admin from {ip} | Show More | No action required. | Wlan group is created by an admin. |
| {wlangrp} deleted by admin from {ip} | Show More | No action required. | Wlan group is deleted by an admin. |
| {wlangrp} of the imported backup configuration is undefined. | Show More | Create the relevant WLAN Group and import again. | Wlan group imported from a backup configuration is undefined. |
| Warning about online client numbers from {ap} exceed threshold {value} is cleared. | Show More | No action required. | AP Warning about the online client number exceeding threshold is cleared |
| {ap} is online. | Show More | No action required. | AP is online |
| {ap} wireless interface experienced high reception error. | Show More | Reboot the AP. If you encounter this message frequently, contact Ruckus Technical Support. | AP wireless interface experienced high reception errors. |
| System CPU utilization {util} exceeds threshold {value}, {count} times. | Warning | Disable debug mode or stop Real Time Monitoring to free resources. | System CPU utilization exceeded threshold<count> times. |
| System memory utilization {util} exceeds threshold {value}, {count} times. | Warning | Disable debug mode or stop Real Time Monitoring to free resources. | System memory utilization exceeded threshold <count> times. |
| System CPU utilization {util} is less than threshold {value}, and clears warning {count} times. | Warning | No action required. | System CPU utilization less than threshold warning cleared <count> times. |
| System memory utilization {util} is less than threshold {value}, and clears warning {count} times. | Warning | No action required. | System memory utilization less than threshold warning cleared <count> times. |
| System bandwidth utilization {util} exceeds threshold {value}. | Warning | Reduce bandwidth utilization. | System bandwidth utilization exceeded threshold <value>. |
| System packet-drop rate {util} exceeds threshold {value}. | Warning | Check client connectivity. | System packet drop rate exceeded threshold. |
| {ap} fails to synchronize clock with ZoneDirector | Warning | If you encounter this message frequently, contact Ruckus Technical Support. | AP clock synchronization with ZD failed. |
| Radio {radio} of {ap} has switched wlan group from {old-group} to {new-group} | Show More | No action required. | AP radio has switched wlan group from <group1> to <group2>. |
| [Smart Redundancy] Peer ZoneDirector{peer-ip} has been restored. | Critical | No action required. | [Smart Redundancy] Peer ZD configuration has been restored. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|--|-----------------------|--|--|
| [Smart Redundancy] System is being upgraded per command from peer ZoneDirector{peer-ip} | Critical | No action required. | [Smart Redundancy] System received upgrade command from peer ZD. |
| [Smart Redundancy] System restored command received from peer ZoneDirector{peer-ip} | Critical | No action required. | [Smart Redundancy] System received configuration restore command from peer ZD. |
| [Smart Redundancy] Could not retrieve necessary file from peer ZoneDirector{peer-ip}. Operation aborted. | Critical | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | [Smart Redundancy] System could not retrieve necessary file from peer ZD. Operation aborted. |
| [Smart Redundancy] Peer ZoneDirector{peer-ip} image has been upgraded from {old-version} to {new-version}. System is being upgraded. | Warning | No action required. | [Smart Redundancy] Peer ZD image has been upgraded successfully. System is being upgraded |
| [Smart Redundancy] System upgraded, peer ZoneDirector upgrade pending. | Critical | No action required. | [Smart Redundancy] System has been upgraded and peer ZD upgrade is pending. |
| [Smart Redundancy] System upgraded, peer ZoneDirector upgrade pending. | Critical | No action required. | |
| [Smart Redundancy] Peer ZoneDirector{peer-ip} upgrade failed. | Critical | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | [Smart Redundancy] Peer ZD upgrade failed. |
| [Smart Redundancy] Sync configuration to peer ZoneDirector{peer-ip} | Critical | No action required. | [Smart Redundancy] System sync configuration to peer ZD. |
| [Smart Redundancy] System ready to sync configuration from peer ZoneDirector{peer-ip} | Critical | No action required. | [Smart Redundancy] System is about to sync configuration from peer ZD. |
| [Smart Redundancy] Sync configuration from peer ZoneDirector{peer-ip} | Show More | No action required. | [Smart Redundancy] System finished configuration sync from peer ZD. |
| [Smart Redundancy] Standby ZoneDirector has more recent configuration than the active ZoneDirector | Critical | Do not make configuration changes on the standby ZoneDirector. | [Smart Redundancy] Standby ZD has more recent configuration than the active ZD. |
| [Smart Redundancy] Failed to sync configuration from peer ZoneDirector{peer-ip} due to {lmsg} | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | [Smart Redundancy] System failed to sync configuration from peer ZD with reason. |
| [Smart Redundancy] Admin forces a failover to peer ZoneDirector{peer-ip} | Critical | No action required. | [Smart Redundancy] Admin forced a failover to peer ZD. |
| [Smart Redundancy] Received failover command to change state to {to-state} from peer ZoneDirector{peer-ip} | Critical | No action required. | [Smart Redundancy] System received failover command from peer ZD to change state. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|--|-----------------------|--|---|
| [Smart Redundancy] Failed! Firmware version mismatch | Critical | Ensure that both peers in a Smart Redundancy configuration have the same firmware version. | [Smart Redundancy] System detected mismatch of peer ZD firmware version. |
| [Smart Redundancy] New SR has lower licensed APs | Warning | | [Smart Redundancy] The New SR peer device has a lower number of AP licenses. |
| [Smart Redundancy] Failed! Model mismatch (i.e. ZD1000 cannot pair with ZD3000) | Critical | Ensure that both peers in a Smart Redundancy configuration are the same model. | [Smart Redundancy] System detected mismatch of peer ZD model (i.e. ZD1000 cannot pair with ZD3000). |
| [Smart Redundancy] Failed! Connection from peer ZoneDirector IP address is different from that configured | Critical | Check the IP address of the peer ZoneDirector. | [Smart Redundancy] System detected IP address from peer ZD connection is different from that configured. |
| [Smart Redundancy] Failed! Both ZoneDirectors must have valid entitlement file | Critical | Ensure that both ZoneDirectors have valid entitlements. | [Smart Redundancy] System detected the peer ZoneDirector does not have a valid entitlement file. |
| [Smart Redundancy] Received unrecognized command from peer ZoneDirector{peer-ip}, it may be caused by Shared Secret mismatch | Critical | Ensure that the Shared Secret is the same on both Smart Redundancy peers. | [Smart Redundancy] System received unrecognized command from peer ZD that could be caused by shared scret mismatch. |
| [Smart Redundancy] System state changed to {state} due to {reason} | Critical | No action required. | [Smart Redundancy] System state changed with reason. |
| [Smart Redundancy] Peer ZoneDirector{peer-ip} not found, system changed to active state. | Critical | Check connectivity between Smart Redundancy peers. | [Smart Redundancy] Peer ZD connection lost, system changed to active state. |
| [Smart Redundancy] Peer ZoneDirector{peer-ip} connected, system is in active state. | Critical | No action required. | [Smart Redundancy] Peer ZD connected, system is in active state. |
| [Smart Redundancy] Peer ZoneDirector{peer-ip} connected, system is in standby state. | Critical | No action required. | [Smart Redundancy] Peer ZD connected, system is in standby state. |
| [Smart Redundancy] Lost connection to peer ZoneDirector{peer-ip}, system is in active state. | Critical | Check connectivity between Smart Redundancy peers. | [Smart Redundancy] Lost connection to peer ZD, system is in active state. |
| [Smart Redundancy] Lost connection to peer ZoneDirector{peer-ip}, system is in standby state. | Critical | Check connectivity between Smart Redundancy peers. | [Smart Redundancy] Lost connection to peer ZD, system is in standby state. |
| [Smart Redundancy] System is currently being upgraded; disconnected from peer ZoneDirector. | Critical | No action required. | [Smart Redundancy] System is currently being upgraded; disconnect from peer ZD. |
| [Smart Redundancy] Peer ZoneDirector is being upgraded. | Critical | No action required. | [Smart Redundancy] Peer ZD is being upgraded. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|--|-----------------------|--|--|
| [Smart Redundancy] Peer ZoneDirector did not reconnect after upgrade or restore configuration. Local Upgrade is aborted, please check the peer ZoneDirector. | Warning | No action required. | [Smart Redundancy] Peer ZD did not reconnect after upgrade. System is being upgraded automatically. |
| [Smart Redundancy] System received command {cmd} from peer ZoneDirector but the command has been completed already due to connection timeout. | Critical | No action required. | [Smart Redundancy] System completed upgrade due to timeout in connection to peer ZD without waiting for upgrade command sent from peer ZD. |
| [Smart Redundancy] Peer ZoneDirector{peer-ip} is being upgraded by administrator to sync up firmware version. | Critical | No action required. | [Smart Redundancy] Peer ZD is being upgraded by administrator to sync up firmware version. |
| [Smart Redundancy] System is being upgraded by administrator to sync up firmware version. | Critical | No action required. | [Smart Redundancy] System is being upgraded by administrator to sync up firmware version. |
| [Smart Redundancy] Peer ZoneDirector{peer-ip} is lost after upgrade. Please check the status of Peer ZoneDirector. | Critical | Check the status of the peer ZoneDirector. | [Smart Redundancy] Peer ZD IP address lost after upgrade. Please check the status of the peer ZD. |
| Administrator decide to use {higher} Smart Redundancy license. | Show More | No action required. | [Smart Redundancy] The admin has selected a higher number of combined AP licenses. |
| {ap} is reset for Smart Redundancy license lower. | Critical | Ensure AP license pools are sufficient for the number of APs you have deployed. | [Smart Redundancy] The admin has selected a lower number of combined AP licenses. |
| Upgrade or Restore is pending... Please wait about 10-15 minutes to try again. | Critical | Try again after 10-15 minutes. | Upgrade or restore pending. |
| {wlan} has been deployed on radio {radio} of {ap} with {vap} | Show More | No action required. | Wlan has been deployed on Radio of of AP with VAP |
| {wlan} with {vap} has been removed from radio {radio} of {ap} | Show More | No action required. | Wlan with VAP has been removed from Radio of AP. |
| {wlan} with {vap} configuration has been updated on radio {radio} of {ap} | Show More | No action required. | Wlan with VAP configuration has been updated on Radio of AP. |
| {wlan} with {vap} has been deployed on radio {radio} of {ap} after retry. | Show More | No action required. | Wlan with VAP has been deployed on Radio of AP after retry. |
| {wlan} with {vap} configuration has been updated on radio {radio} of {ap} after retry | Show More | No action required. | Wlan with VAP configuration has been updated on Radio of AP after retry. |
| {wlan} with {vap} has been removed from radio {radio} of {ap} after retry | Show More | No action required. | Wlan with VAP has been removed from Radio of AP after retry. |
| Failed to deploy {wlan} on radio {radio} of {ap} | Show More | Reboot the AP. If you encounter this message frequently, contact Ruckus Technical Support. | Failure to deploy Wlan on Radio of Ap. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|--|--|
| Failed to remove {wlan} from radio {radio} of {ap} | Show More | Reboot the AP. If you encounter this message frequently, contact Ruckus Technical Support. | Failure to remove Wlan from Radio of AP. |
| Failed to update {wlan} configuration of radio {radio} of {ap} | Show More | Reboot the AP. If you encounter this message frequently, contact Ruckus Technical Support. | Failure to update Wlan configuration of Radio of AP. |
| Failed to deploy {wlan} on radio {radio} of {ap}, try again. | Show More | Reboot the AP. If you encounter this message frequently, contact Ruckus Technical Support. | Failure to deploy Wlan on Radio of AP. |
| Failed to update {wlan} configuration of radio {radio} of {ap},try again. | Show More | Reboot the AP. If you encounter this message frequently, contact Ruckus Technical Support. | Failure to update Wlan configuration of Radio of AP. |
| Failed to remove {wlan} configuration of radio {radio} of {ap},try again. | Show More | Reboot the AP. If you encounter this message frequently, contact Ruckus Technical Support. | Failure to remove Wlan configuration of Radio of AP. |
| Wired {user} joins {port} from {ap} | show More | No action required. | Wired client joins port at AP. |
| Wired {user} disconnected by admin from {port} at {ap} | Show More | No action required. | Wired client disconnected by admin from port at AP. |
| Wired {user} leave from {port} at {ap} | Show More | No action required. | Wired client leaves from port at AP. |
| Wired {user} IEEE 802.1X authentication failed from {port} at {ap} | Show More | Check authentication settings on AP port and wired client. | IEEE 802.1X authentication failed on wired client from port at AP. |
| {user} joins {wlan} from {ap} | Show More | No action required. | Client joined WLAN from AP. |
| {user} with {vlan} joins {wlan} from {ap} | Show More | No action required. | Client with VLAN joined WLAN from AP. |
| {user} rejoins {wlan} from {ap} | Show More | No action required. | Client rejoins WLAN from AP. |
| {user} with {vlan} rejoins {wlan} from {ap} | Show More | No action required. | Client with VLAN rejoins WLAN from AP. |
| {user} fails to join {wlan} from {ap} | Show More | Check user authentication credentials. | Client failed to join WLAN from AP. |
| {user} is refused access to {wlan} from {ap} because there are too many users on that AP, WLAN, or Radio. | Show More | Increase APs to provide additional capacity. | Client refused to join WLAN from ap because there are too many users on that AP, WLAN, or Radio. |
| {user} fails to join {wlan} from {ap} due to authentication failure | Show More | Check user authentication credentials. | Client failed to join WLAN from AP due to authentication failure. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|--|-----------------------|--|--|
| {user} idle timeout and disconnected from {wlan} at {ap} | Show More | No action required. | Client idle timeout and disconnected from WLAN at AP. |
| {user} disconnects from {wlan} at {ap} | Show More | No action required. | Client disconnected from WLAN at AP. |
| {ap} radio {radiofrom} detects {user} in {wlan} roams out to {apto} | Show More | No action required. | AP (from) radio detected client in WLAN roams out to AP(to). |
| {ap} radio {radioto} detects {user} in {wlan} roams from {apfrom} | Show More | No action required. | AP(to) radio detected client in WLAN roams from AP(from). |
| {user} disconnected by admin from {wlan} at {ap} | Show More | No action required. | Client disconnected by admin from WLAN at AP. |
| {user} logged out by user from {wlan} at {ap} | Show More | No action required. | User logged out from WLAN at AP. |
| {user} disconnected by timebased rule from {wlan} at {ap} | Show More | No action required. | Client disconnected by timebased rule from WLAN at AP. |
| {user} disassociated from {wlan} due to timeout waiting for AP to add station. | Show More | No action required. | Client disassociated from WLAN due to timeout waiting for AP to add station. |
| {user} joins {wlan} from {ap} with {rssi} and client's rssi is below threshold {rssi-threshold} | show More | No action required. | Client joined WLAN from AP with rssi and client's rssi is below rssi-threshold. |
| {user} leave {wlan} at {ap} with {session_time} {rx_bytes} {tx_bytes} | Show More | No action required. | Client leaves WLAN at AP with session_time, rx_bytes, and tx_bytes. |
| {user} disassociated from {wlan} at {ap} due to timeout during authentication. | Show More | Check user authentication credentials. | Client disassociated from WLAN at AP due to timeout during authentication. |
| User {sta-mac} disassociated from {wlan} at {ap} due to force DHCP timeout. User IP {sta-ip}, {vlan}, DHCPassigned-IP {sta-dhcp-ip}, DHCP lease time {sta-dhcp-lease}. | Show More | No action required. | User disassociated due to force DHCP timeout. |
| {user} tries to connect to an unauthorized {wlan} | Warning | No action required. | Client tried to connect to an unauthorized WLAN. |
| {user} session time limit exceeded; session terminated | Show More | No action required. | client session time limit exceeded; session terminated. |
| {user} of {wlan} is authorized at {ap} | Show More | No action required. | Client of WLAN is authorized at AP. |
| {user} repeatedly fails authentication when joining {wlan} at {ap}. | Warning | Check user authentication credentials. | Client repeatedly failed authentication when joining WLAN at AP. |
| {user} fails authentication too many times in a row when joining {wlan} at {ap}. {user} is temporarily blocked from the system for {block}. | Critical | Check user authentication credentials. | Client failed authentication too many times in a row when joining WLAN at AP. Client is temporarily blocked from system for some time. |
| {user} fails to login {wlan} at {ap} too many times and is temporarily blocked from login for {block}. | Warning | Check user authentication credentials. | Client failed to login WLAN at AP too many times and is temporarily blocked from login for some time. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|--|--|
| {mac} attempts to login to {wlan} at {ap} too many times and is temporarily blocked from login for {block}. | Warning | Check user authentication credentials. | Device with mac address attempted to login to WLAN at AP too many times and is temporarily blocked from login. |
| Temporary blocking of User{user-name} unblocked. | Warning | No action required. | Temporary blocking of username (client) unblocked. |
| Temporary blocking of {mac} unblocked. | Warning | No action required. | Temporary blocking of device with mac address unblocked. |
| User{user-name} has acquired a new Dynamic PSK. | Show More | No action required. | Client has acquired a new Dynamic PSK. |
| Administrator has acquired batch generation of {num} new Dynamic PSKs. | Show More | No action required. | Administrator has acquired batch generation of # new Dynamic PSKs. |
| {user}'s access is restricted because of an expired Dynamic PSK. | Show More | Create a new Dynamic PSK for this user. If you encounter this message frequently, increase Dynamic PSK expiration value. | Client access is restricted because of an expired Dynamic PSK. |
| {user} has renewed a Dynamic PSK. | Show More | No action required. | Client has renewed a Dynamic PSK. |
| {user} reconnects to {ap} within grace period. No additional authentication is required. | Show More | No action required. | Client reconnected to AP within grace period. No additional authentication is required. |
| DPSKs of WLAN{wlan-name} are deleted. | Show More | No action required. | DPSKs deleted for a WLAN. |
| FlexMaster {url} sends a bad {file} file. | Critical | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | System received a bad file from FlexMaster. |
| FlexMaster {url} issues image upgrade command. | Show More | No action required. | System received image upgrade command from FlexMaster. |
| FlexMaster {url} issues restart command. | Show More | No action required. | System received restart command from FlexMaster. |
| FlexMaster {url} issues restore command {action}. | Show More | No action required. | System received restore command from FlexMaster. |
| ZoneDirector contacts FlexMaster {status}. | Show More | No action required. | System contacted FlexMaster failed/successfully. |
| FlexMaster {url} issues command to write configuration template. | Show More | No action required. | System received command(write configuration template) from FlexMaster. |
| ZoneDirector successfully writes configuration template successfully cmdkey {cmdkey}. | Critical | No action required. | System wrote configuration template successfully with cmdkey from FlexMaster. |
| Write template fail due to {err} cmdkey {cmdkey}. | Critical | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | System failed to write configuration template. Error indicated for cmdkey which failed. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|--|-----------------------|--|--|
| ZoneDirector fails to retrieve template file from FlexMaster{url} cmdkey {cmdkey}. | Show More | Try again. If you encounter this message frequently, contact Ruckus Technical Support. | System failed to retrieve template file from FlexMaster with cmdkey. |
| ZoneDirector file download from FlexMaster{url} timeout cmdkey {cmdkey}. | Show More | Check connectivity between ZoneDirector and FlexMaster. | System timeout downloading file from FlexMaster with cmdkey. |
| FlexMaster {url} changes the FlexMaster monitoring event list. | Show More | No action required. | FlexMaster changed the monitoring event list. |
| ZoneDirector is not Active and skips FlexMaster {url} command cmdkey {cmdkey}. | Show More | Check connectivity between ZoneDirector and FlexMaster. | System is not in active state and skips FlexMaster command. |
| RADIUS authentication server {ip} unavailable. | Warning | Check connectivity between ZoneDirector and RADIUS server. | RADIUS authentication server unavailable. |
| RADIUS accounting server {ip} unavailable. | Warning | Check connectivity between ZoneDirector and RADIUS server. | RADIUS accounting server unavailable. |
| SSID{id} RADIUS authentication server {change} to {server}. | Warning | No action required. | Reconnect/Failover to Radius authentication server |
| SSID{id} RADIUS accounting server {change} to {server}. | Warning | No action required. | Reconnect/Failover to Radius accounting server. |
| RADIUS authentication server {change} to {server}. | Warning | No action required. | Reconnect/Failover to Radius authentication server. |
| Bonjour Gateway automatically reboot for the following reason: {reason}. | Warning | No action required. | Bonjour Gateway service rebooted. |
| Bonjour Gateway is started. | Show More | No action required. | Bonjour Gateway service started. |
| Bonjour Gateway is stopped. | Show More | No action required. | Bonjour Gateway service stopped. |
| Bonjour Gateway restart. | Show More | No action required. | Bonjour Gateway service restarted. |
| Sensor {desc} status is {status} | Critical | No action required. | Sensor description and it's status |
| Turn On the the {ap}'s ChannelFly according to {apgrp} setting. | Show More | No action required. | ChannelFly enabled for this AP based on AP Group settings. |
| Turn Off the the {ap}'s ChannelFly according to {apgrp} setting. | Show More | No action required. | ChannelFly disabled for this AP based on AP Group settings. |
| Spectrum analysis of {ap} is enabled | Show More | No action required. | AP Spectrum Analysis feature enabled. |
| Spectrum analysis of {ap} is disabled | Show More | No action required. | AP Spectrum Analysis feature disabled. |
| Support Entitlement file has been downloaded from the Ruckus Entitlement Server. | Warning | No action required. | Support Entitlement file has been downloaded from the Ruckus Entitlement Server. |

Table 3. ZoneDirector Syslog event messages

| ZoneDirector Syslog Message | Severity Level | Action | Explanation |
|---|-----------------------|---|---|
| Failed to download the Support Entitlement file from the Ruckus Entitlement Server. | Critical | Try again. If the problem persists, check your connection to the entitlement server, and check the status of your entitlements. | Failed to download the Support Entitlement file from the Ruckus Entitlement Server. |

Appendix - Changes in This Version

2

In this chapter:

- [Changes in This Version](#)

Changes in This Version

This section lists the changes in ZoneDirector syslog event messages between release 9.12 and 9.13.

For a list of changes between 9.12 and earlier releases, please refer to the *ZoneDirector 9.12 Syslog Event Message Reference Guide*, available from support.ruckuswireless.com.

Table 4. Syslog event message changes between versions 9.12 and 9.13

| New | Old | Change |
|--|---|---|
| ZD/AP Ruckus PKI certificates installation started by administrator. | ZD/AP high entropy certificates installation started by administrator. | Replace "high entropy" with "Ruckus PKI". |
| Failed to install ZD/AP Ruckus PKI certificates. | Failed to install ZD/AP high entropy certificates. | Replace "high entropy" with "Ruckus PKI". |
| ZD/AP Ruckus PKI certificates successfully installed on ZoneDirector. | ZD/AP high entropy certificates successfully installed on ZoneDirector. | Replace "high entropy" with "Ruckus PKI". |
| Registering wlan {wlan-name} to Facebook. | None | New in 9.13. |
| Register wlan {wlan-name} to Facebook success. | None | New in 9.13. |
| Register wlan {wlan-name} to Facebook failed. | None | New in 9.13. |
| Please click the "Configure" button on the side of "Facebook" Social Media Login to configure settings on Facebook.com | None | New in 9.13. |
| The maximum of Facebook WiFi wlan in one ZD is {num}. | None | New in 9.13. |
| Receive reauth response from Facebook failed, need to delete all stations in this request. | None | New in 9.13. |
| Delete User{sta-mac} from {wlan} at {ap} due to facebook wifi wlan time out. | None | New in 9.13. |
| {ap} is removed from ZD for Migration by administrator | None | New in 9.13. |
| {ap} reset due to valid work time expired | None | New in 9.13. |
| Ruckus PKI certificate of {ap} upgraded. | High entropy certificate of {ap} upgraded. | Replace "high entropy" with "Ruckus PKI". |
| Failed to upgrade Ruckus PKI certificate of {ap}. | Failed to upgrade high entropy certificate of {ap}. | Replace "high entropy" with "Ruckus PKI". |



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