



Ruckus Wireless™ ZoneDirector™ Release 9.9

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 9.9 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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When contacting us, please include the following information:

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

For example:

- ZoneDirector 9.9 Syslog Event Message Reference Guide
- Part number: 800-70794-001 Revision A
- Page 88

Syslog Event Messages

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In this chapter:

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

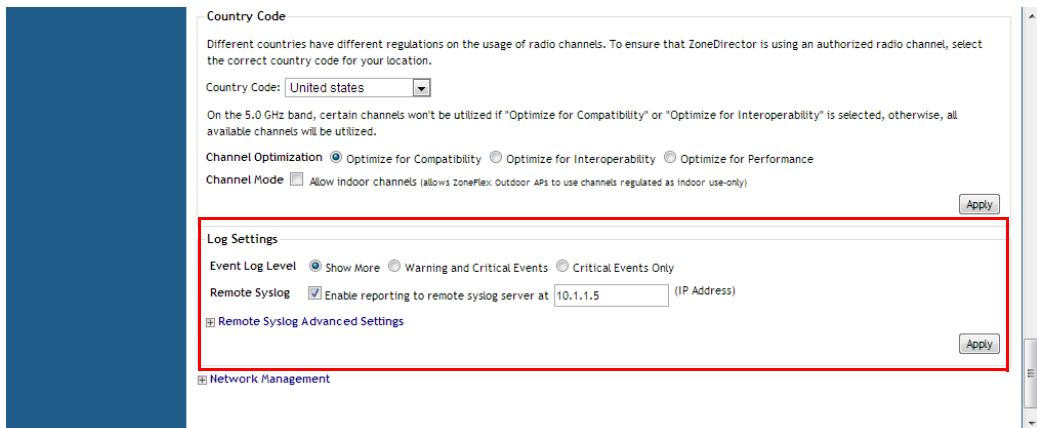
This document describes the syslog warning and event messages that ZoneDirector sends to a syslog server, along with their severity level and recommended actions, where applicable.

The syslog messages are current as of ZoneDirector firmware version 9.9.

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

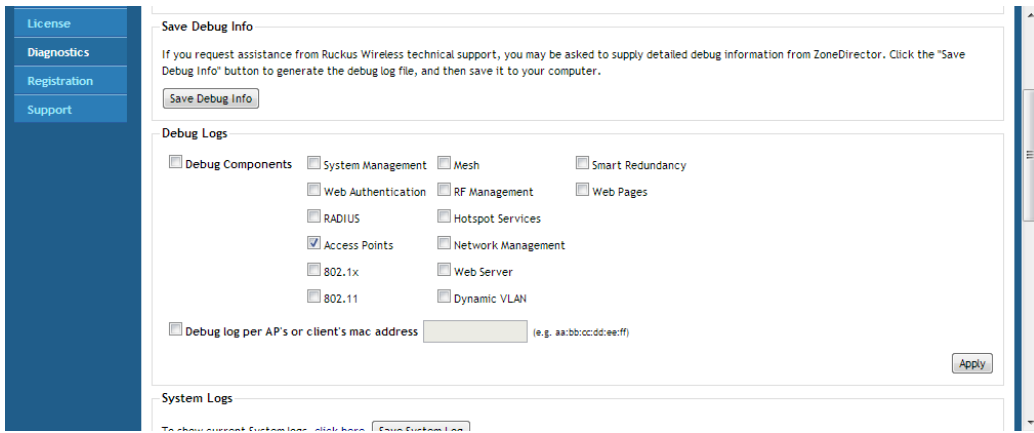


Select the event log level that you would like to receive and click **Apply** to save changes.

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 went through a 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

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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
ZD/AP high entropy certificates installation started by administrator.	Show More	No action required.	ZD/AP's certificate replaced to a stronger one by administrator
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 high entropy certificates.	Warning	Try again. If you encounter this message frequently, contact Ruckus Technical Support.	Failed to install stronger ZD certificate
ZD/AP high entropy certificates successfully installed on ZoneDirector.	Warning	No action required.	ZD/AP's stronger certificate installed by administrator
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>

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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
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)		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)

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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.
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

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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.
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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
[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.
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-eanble},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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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_command=LBS ZD receives passive tracking footfall command: parameters={parameters}	Show More	No action required.	ZD receives passive tracking footfall command.
MSG_lbs_receive_command_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_authentication_failed=LBS ZD-LS authentication failed: url={ls-url}, port={ls-port}	Show More	No action required.	ZD-LS authentication failed.
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).

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
{user-name} from {ip} failed to log in for wireless access provisioning	Show More	No action required.	User login from IP address specified failed.
{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.
{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.
{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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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.
{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{vid_pid} failed.	Warning	If you encounter this message frequently, contact Ruckus Technical Support.	USB software package download failed.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
{ap} downloaded USB Software Package Vendor-ProdID{vid_pid} successfully.	Show More	No action required.	USB software package download was successful.
{ap} removed USB Software Package Vendor-ProdID{vid_pid}.	Show More	No action required.	USB software package removed 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
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

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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} 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

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
{ap} reset due to management vlan change	Show More	No action required.	AP reset due to management vlan change
{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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
{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
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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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.
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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
{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.
{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.
High entropy certificate of {ap} upgraded.	Show More	No action required.	AP's high entropy certificate installed or upgraded.
Failed to upgrade high entropy certificate of {ap}.	Show More	Try again. If you encounter this message frequently, contact Ruckus Technical Support.	AP's high entropy 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

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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.
{role} enabled by administrator.	Show More	No action required.	Role is enabled by admin.
{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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
{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.
[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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
[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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
[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.
[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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
[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.
[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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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 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.
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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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.
{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} 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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
{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-dhcplease}.	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.
{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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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.
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.

Table 3. ZoneDirector Syslog event messages

ZoneDirector Syslog Message	Severity Level	Action	Explanation
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.
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

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In this chapter:

- [Changes in This Version](#)

Changes in This Version

The following table lists the changes in syslog event messages between versions 9.8 and 9.9.

Table 4. Syslog event message changes between versions 9.8 and 9.9

New	Old	Change
Failed to enable DHCP server	Failure to enable DHCP server	"Failure" to "failed".
LBS ZD sent Start Ruckus Location Service: apgroup={apg-name}, venue={venue}	Location service enabled.	Changed "location service enabled" to new message.
LBS ZD sent Stop Ruckus Location Service: apgroup={apg-name}, venue={venue}	Location service disabled.	Changed "location service disabled" to new message.
LBS the connection becomes up between ZD and LS: url={ls-url}, port={ls-port}	None	New in 9.9.
LBS the connection becomes down between ZD and LS: url={ls-url}, port={ls-port}, reason={down-reason}	LBS ZD connected to LS: url={ls-url}, port={ls-port}	Changed LBS ZD connected message to connection down message.
LBS ZD receives passive tracking footfall command: parameters={parameters}	None	New in 9.9.
LBS ZD receives passive tracking calibration command: parameters={parameters}	None	New in 9.9.
Failed to upgrade {ap} backup image from {old-ver} to {new-ver}	Failure to upgrade {ap} image from {old-ver} to {new-ver}	"Failure" to "failed".
Failed to upgrade {ap} backup image from {old-ver} to {new-ver}, possibly due to incorrect IP address on AP.	Failure to upgrade {ap} backup image from {old-ver} to {new-ver}, possibly due to incorrect IP address on AP.	"Failure" to "failed".
Failed to upgrade {ap} backup image from {old-ver} to {new-ver} after {err-cnt} retries	Failure to upgrade {ap} backup image from {old-ver} to {new-ver} after {err-cnt} retries	"Failure" to "failed".
Failed to initialize the configuration of all APs because AP limit exceeded.	Failure to initialize the configuration of all APs because AP limit exceeded.	"Failure" to "failed".
[Smart Redundancy] New SR has lower licensed APs	None	New in 9.9.
[Smart Redundancy] Failed! Both ZoneDirectors must have valid entitlement file	[Smart Redundancy] Failed! Both ZoneDirectors must have licenses for the same number of APs	Changed "must have same licenses" to "must have valid entitlement file".
Administrator decide to use {higher} Smart Redundancy license.	None	New in 9.9.
{ap} is reset for Smart Redundancy license lower.	None	New in 9.9.
Failed to deploy {wlan} on radio {radio} of {ap}	Failure to deploy {wlan} on radio {radio} of {ap}	"Failure" to "failed".

Table 4. Syslog event message changes between versions 9.8 and 9.9

New	Old	Change
Failed to remove {wlan} from radio {radio} of {ap}	Failure to remove {wlan} from radio {radio} of {ap}	"Failure" to "failed".
Failed to update {wlan} configuration of radio {radio} of {ap}	Failure to update {wlan} configuration of radio {radio} of {ap}	"Failure" to "failed".
Failed to deploy {wlan} on radio {radio} of {ap}, try again.	Failure to deploy {wlan} on radio {radio} of {ap}, try again.	"Failure" to "failed".
Failed to update {wlan} configuration of radio {radio} of {ap},try again.	Failure to update {wlan} configuration of radio {radio} of {ap},try again.	"Failure" to "failed".
Failed to remove {wlan} configuration of radio {radio} of {ap},try again.	Failure to remove {wlan} configuration of radio {radio} of {ap},try again.	"Failure" to "failed".
Support Entitlement file has been downloaded from the Ruckus Entitlement Server.	None	New in 9.9
Failed to download the Support Entitlement file from the Ruckus Entitlement Server.	None	New in 9.9



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