

When looking under **Monitoring > Event Viewer** in ClearPass Policy Manager, a typical system log entry appears as:

```
Timestamp: 2026-08-12 17:10:25,482
Log Level: WARN
Category: Server
Source: RADIUS-Proxy
Event ID: 3002
Description: External RADIUS server did not respond to 5 consecutive
requests. Server marked as down. Further requests will be dropped/proxied
elsewhere for 300 seconds.
```

In the **Access Tracker**, individual client requests hitting a downed target will typically return:

```
Error Code: 208Error Category: No response from home server / RADIUS-Proxy
Timeout
```

From:
<https://wiki.govroam.uk/dokuwiki/> - Govroam

Permanent link:
https://wiki.govroam.uk/dokuwiki/doku.php?id=siteadmin:checking_clearpass_logs_for_zombies&rev=1786550670

Last update: **2026/08/12 16:04**

