

# uBR900 Cable Modem Error Messages

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Why am I receiving the 'Traceback= 41371E14 412A61D8 412E7948 412FF480 413737F0' or similar error message?

### Related Information

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## Introduction

This explains some of the error messages that new owners of uBR900 series cable modems may encounter. For information about other aspects of configuring and using uBR900 series cable modems, consult the following documents:

- [Beginners FAQ for uBR900 Series Cable Modem End Users](#)
- [Configuring the uBR900 Series Cable Modem](#)
- [Connectivity Problems for uBR900 Cable Modems](#)

- uBR900 Cable Modem Performance Issues
- Upgrading Cisco IOS Software on a uBR900 Series Cable Modem
- Miscellaneous Questions About uBR900 Series Cable Modems

**Q. How worried should I be if I see a strange error message on the console of my uBR900 cable modem?**

A. There are a number of error messages that may appear on the console of the uBR900 that do not really mean anything in relation to the performance or functionality of the uBR900 cable modem. The only time you should really be worried about an error message appearing on the console of the uBR900 cable modem is if you are having connectivity or performance problems, or if the error message is appearing more than once every minute or two over a period of 15 minutes. If this is the case, capture copies of the error messages so that they can be passed in to your cable service provider or the Cisco Technical Assistance Center (TAC).

**Q. Why am I receiving the '%LINEPROTO-5-UPDOWN: Line protocol on Interface cable-modem0, changed state to down' error message?**

A. This message means that the cable modem has lost connectivity to the cable service provider's network. If this message is followed by the message in the following question saying that the line protocol has changed state to up, then the cable modem has regained connectivity to the cable service provider's network. If these message appears many times over the course of a few minutes, call the cable service provider to confirm your signal levels and that they have your uBR900 cable modem's details in their system.

**Q. Why am I receiving the '%LINEPROTO-5-UPDOWN: Line protocol on Interface cable-modem0, changed state to up' error message?**

A. This message means that the cable modem has connected to the cable service provider's network. If this message is quickly followed by the message in the above question saying that the line protocol has changed state to down, then the cable modem is having problems staying connected to the network. Call the cable service provider to confirm your signal levels and that they have your uBR900 cable modem's details in their system.

**Q. Why am I receiving the '%UBR900-3-RESET\_T4\_EXPIRED: R04.0 Received Response to Broadcast Maintenance Request, But no Unicast Maintenance opportunities received. T4 timeout.' error message?**

A. This message normally represents a temporary loss of service. Typically the modem is able to go back on line within a minute or so. If not, check with the cable service provider to see if there has been a service outage or planned maintenance in your area.

**Q. Why am I receiving the '%UBR900-6-SYNC\_LOST\_AND\_REACQUIRED: Downstream Sync lock lost, and reacquired before timeout expired' error message?**

A. This message normally represents a temporary loss of service. Typically the modem is able to go back on line within a minute or so. If not, check with the cable service provider to see if there has been a service outage or planned maintenance in your area.

### **Q. Why am I receiving the**

**'%UBR900-3-RESET\_DHCP\_WATCHDOG\_EXPIRED: Cable Interface Reset due to DHCP watchdog timer expiration' error message?**

A. This message means that the cable modem was unable to obtain an IP address from the cable service provider. You should call your service provider and verify that your cable modem's details are registered correctly in their system and that the service provider is not having any network problems.

### **Q. Why am I receiving the**

**'%UBR900-3-RESET\_T3\_RETRIES\_EXHAUSTED: R03.0 Ranging Request Retries exhausted' error message?**

A. This message can appear as a normal part of the cable modem coming online. However, if this message appears repeatedly over the course of ten minutes or so without the uBR900 cable modem coming online, it may indicate a signal strength problem in the cable service provider's network. Call the cable service provider to confirm your signal levels.

**Q. Why am I receiving the '%IP\_SNMP-3-SOCKET: can't open UDP socket' error message?**

A. This message may appear just after the uBR900 cable modem boots up, or if the cable interface is disconnected. It occurs because the cable modem is trying to set up its IP network management components before it has received an IP address from the cable service provider. Once the modem comes online, the error message no longer appears.

**Q. Why am I receiving the 'Unable to open socket on port 161' error message?**

A. This error message accompanies %IP\_SNMP-3-SOCKET: can't open UDP socket.

**Q. Why am I receiving the 'shaping interval is 1 milliseconds, intervals below 10 milliseconds rejected' error message?**

A. This error message simply indicates that the modem measures the data upload rate every ten milliseconds instead of every one millisecond. This message does not affect the performance of the cable modem in any way.

**Q. Why am I receiving the '%UBR900-3-TOD\_FAILED\_TIMER\_EXPIRED: ToD failed, but Cable Interface proceeding to operational state' error message?**

A. This message means that even though the cable modem could not find a time-of-day server to retrieve the current time from, it is still coming online. This condition does not affect the performance of the cable modem in any way.

## Q. Why am I receiving the 'RESET SWITCH DETECTED' error message?

A. This error message may appear on the console as the uBR900 cable modem is booting up if the reset button located at the back of the uBR900 cable modem is being pushed in or has become stuck.

If the RESET SWITCH DETECTED message continually appears when the uBR900 cable modem is booting up, then you should visually inspect the reset button to see if it is obviously caught or damaged. The uBR900 cable modem may need to be replaced because of the stuck or damaged reset button.

## Q. Why am I receiving the '%SYS-5-CONFIG: Configured from tftp://10.64.7.99/ios-cfg.txt' or similar error message, followed by a console lockup?

A. If this message appears, then the cable service provider has decided to overwrite the configuration of your uBR924 cable modem and disable access to the console port. For more information, refer to the *When my uBR900 cable modem connects to the cable service provider, why does the console port lock up and the modem's configuration change?* section of Configuring the uBR900 Series Cable Modem.

## Q. Why am I receiving the 'Loading ios-cfg.txt from 10.64.7.99 (via cable-modem0):' or similar error message, followed by a console lockup?

A. This message has the same meaning as %SYS-5-CONFIG: Configured from tftp://10.64.7.99/ios-cfg.txt.

## Q. Why am I receiving the 'Traceback= 41371E14 412A61D8 412E7948 412FF480 413737F0' or similar error message?

A. This kind of message can either be of no consequence, or it can cause the uBR900 cable modem to unexpectedly reboot. If the performance of your uBR900 cable modem is being affected and this type of error message is appearing then you may need to contact the Cisco Technical Assistance Center (TAC) for assistance. Make sure to capture an exact copy of the traceback error message, a copy of the output of a **show version** command, and any other details that the TAC request.

If you have a cisco.com account, you can use several tools that allow you to find the solution to your problem online. To use these tools, you must be a registered user and you must be logged in.

You can decode the traces by utilizing the Output Interpreter ( registered customers only) . Once you have decoded the traces, you can try to look for matching bugs by using the Bug Toolkit ( registered customers only) . If you find a matching bug that describes the problem that your cable modem is having and the bug is resolved, you can update the Cisco IOS® Software version on your uBR900 cable modem. To obtain the proper Cisco IOS software, go to the Download Software Area ( registered customers only) and follow the instructions found in the *How do I upgrade the Cisco IOS Software that is running on my uBR900 cable modem?* section of *Upgrading Cisco IOS Software on a uBR900 Series Cable Modem*.

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## Related Information

- [Broadband and Cable Solutions](#)
  - [Cisco uBR900 Series Software Release Notes and Features](#)
  - [Cable Solutions](#)
  - [Technical Support – Cisco Systems](#)
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